

10 November 2017.

PLEASE NOTE TIME OF MEETING

Dear Councillor,

A meeting of the **CABINET** will be held in the **Council Chamber** at these offices on **MONDAY, 20 NOVEMBER 2017 at 4.00 p.m.**, when your attendance is requested.

Yours sincerely,

KATHRYN HALL

Chief Executive.

A G E N D A

	Pages
1. To receive declarations of interests from Members in respect of any matter on the Agenda.	
2. To receive apologies for absence.	
3. To confirm the Minutes of the meeting of Cabinet held on 16 October 2017.	3 - 5
4. To consider any items that the Leader agrees to take as urgent business.	
5. Joint Strategic Access Management and Monitoring (SAMM) Strategy.	6 - 10
6. Budget Management 2017/18 – Half Year Progress Report.	11 - 23
7. Performance Monitoring for the Second Quarter of 2017/18	24 - 52

To: **Members of the Cabinet** – Councillors: Ash-Edwards (Deputy Leader), MacNaughton, Marsh, Thomas-Atkin, Wall (Leader) and Webster.

Working together for a better Mid Sussex



**Minutes of the Meeting of the Mid Sussex District Council Cabinet
held on Monday, 16 October 2017
from 4.00 p.m. to 4.30 p.m.**

Present: Councillors: Jonathan Ash-Edwards, Andrew MacNaughton, Gary Marsh, Garry Wall (Leader) and Mandy Thomas-Atkin.

Also present: Councillors: Rod Clark

Officers: Kathryn Hall, Tom Clark, Judy Holmes, Peter Stuart, Simon Hughes, Sally Blomfield, Kate Wilson, Terry Stanley, Hamish Evans

1. DECLARATIONS OF INTEREST

None.

2. APOLOGIES

Apologies were received from Councillor Norman Webster.

3. MINUTES

The minutes of the meeting held on 5 September 2017 were agreed as a correct record and signed by the Chairman.

4. URGENT BUSINESS

None

5. PERFORMANCE MONITORING FOR THE FIRST QUARTER OF 2017/18

Kate Wilson, Business Unit Leader for Community Services, Policy and Performance, introduced the report which provided the Cabinet with information about the Council's performance for the first quarter of 2017/18, from April to June 2017. It used the new bundle of performance indicators previously agreed for monitoring in 2017/18. The report also provided a progress update on the Council's flagship activities, identified in the 2017/18 Corporate Plan. She noted that the performance in the first quarter of 2017/18 had been good overall, with most services performing at or close to target. In the small number of cases where service targets were not being fully met, the reasons were clearly understood and appropriate action was being taken. Issues raised from discussion of the report by the Scrutiny Committee for Leader, Resources and Economic Growth meeting in September were also referred to in the report to Cabinet.

The Leader of the Council welcomed the report and noted the Council's continued success in achieving its performance indicator targets. The Deputy Leader also appreciated the progress made and commented on the positive advancement of the Flagship Activities and the improvements to leisure centres across the District.

The Cabinet Member for Housing and Planning endorsed the work of the Council towards housing and noted that the number of households accepted as homeless has dropped as well as the number of households living in temporary

accommodation. The Cabinet Member noted that he was pleased to see the number of households assisted to access the private rented sector had also increased. The Member commented on the difficulties local authorities face when providing affordable housing as developers have much of the control. The Authority approves many suitable applications but developers delay in starting work.

The Cabinet Member for Service Delivery commented on the improvement of recycling in the district after a difficult wet season.

The Leader took Members to the recommendation contained in the report which was agreed unanimously.

RESOLVED

Cabinet resolved to note the Council's performance and progress on flagship activities in the first quarter of 2017/18.

6. EXTENSION OF MEMBERSHIP OF THE GREATER BRIGHTON ECONOMIC BOARD.

Judy Holmes, the Assistant Chief Executive, outlined the report to Cabinet Members which sought agreement from Cabinet to recommend that Council, in its capacity as a constituent member of the Greater Brighton Economic Board, approve Crawley Borough Council admittance onto Greater Brighton Economic Board.

The Leader stated MSDC are to assume the chair of the Board next year. MSDC is a high performing rural District Council and it is logical for this Board to expand and work collectively. The Leader fully supports this proposal as it will benefit residents and businesses.

The Deputy Leader echoed the Leaders comments and supports the inclusion of Crawley the Council's neighbour, to enhance the voice in the A23 corridor and benefit the District.

The Leader took Members to the recommendation contained in the report which was agreed unanimously.

RESOLVED

Cabinet resolved to recommend to Council for approval the membership of Crawley Borough Council to the Greater Brighton Economic Board.

7. REVISED LOCAL DEVELOPMENT SHCHEME.

Judy Holmes, the Assistant Chief Executive, referred Members to the tabled update sheet which added the District Plan Proposals Map 2031, the Mid Sussex Small Scale Housing Allocations DPD (April 2008) to the Development Plan. The update sheet also added that the Small Scale Site Housing Allocations DPD will be replaced on the adoption of the Site Allocation DPD in 2020. She then went on to outline the purpose of the report which was for Cabinet to consider approving a revised and updated Local Development Scheme.

The Cabinet Member for Housing and Planning was pleased to see this plan adapt alongside the adoption of the District Plan. He also noted the policies that will comprise the Development Plan which will also support the District Plan.

The Leader commented on the Neighbourhood plans and that he was pleased to see such a broad range. Also he noted it was a positive sign that this Plan was progressing with the District Plan.

The Cabinet Member for Service Delivery observed that it was unfortunate that some Parishes didn't have a neighbourhood plan even though they have had 6-7 years to adopt a Plan. However, he was pleased to see other Parishes adopting their plans.

The Leader took Members to the recommendation contained in the report which was agreed unanimously.

RESOLVED

Cabinet resolved to approve the revised Local Development Scheme for Mid Sussex to come into effect 26th October 2017.

8. WEST SUSSEX GIGABIT PROGRAMME.

Simon Hughes, Head of Digital and Customer Service, introduced the report detailing a request from West Sussex County Council for the Council to be included in a proposed procurement for Full Fibre networks in West Sussex called the 'Gigabit West Sussex Programme.'

The Leader informed the Cabinet that he, along with the Management Team, had a productive meeting with the Minister of State for Digital Services and Rt. Hon. Sir Nicholas Soames M.P. to discuss how to make the programme more effective for the Mid Sussex area and how the Council can be an active member, to support the significant growth the District is delivering.

The Deputy Leader noted the need and importance of improving the digital infrastructure for SMEs and other businesses in Mid Sussex. He also praised the hard work and commitment of the Digital team which was echoed by the other Members.

The Cabinet Member for Customer Services commented that this programme was greatly needed and will support local business and encourage economic growth in Mid Sussex.

The Leader took Members to the recommendation contained in the report which was agreed unanimously.

RESOLVED

- (a) To agree to include the current 20-year rolled up lease costs for existing connectivity within the Gigabit West Sussex Programme procurement.

Chairman.

5. JOINT STRATEGIC ACCESS MANAGEMENT AND MONITORING (SAMM) STRATEGY

REPORT OF: DIVISIONAL LEADER FOR PLANNING AND ECONOMY
Contact Officer: Jennifer Hollingum, Planning Officer
Email: jennifer.hollingum@midsussex.gov.uk Tel: 01444 477053
Wards Affected: Ashurst Wood, East Grinstead and parts of Ardingly and Balcombe, Crawley Down and Turners Hill, and High Weald
Key Decision: No
Report to: Cabinet
20th November 2017

Purpose of Report

1. The purpose of this report is to seek Cabinet approval for the District Council to implement the Joint SAMM Strategy which will apply to planning applications proposing a net increase in residential dwellings within a 7km zone around the Ashdown Forest Special Protection Area.

Summary

2. The Joint SAMM Strategy is a framework of measures that are focused on access management projects on Ashdown Forest and bird and visitor monitoring. The Joint SAMM Strategy has been prepared with other affected local authorities and it will supersede the District Council's Interim SAMM Strategy. Financial contributions towards the Joint SAMM Strategy will continue to be collected by way of a Section 106 planning obligation and it is proposed that monies already collected will be rolled into the Joint SAMM Strategy. A series of SAMM projects has been developed and these will be overseen by a Steering Group and a Working Group.

Recommendations

3. **Cabinet is recommended to:**
 - (i) **agree to implement the Joint SAMM Strategy which will supersede the District Council's current Interim SAMM Strategy;**
 - (ii) **agree the Heads of Terms which are attached at Appendix 1;**
 - (iii) **authorise the Solicitor and Head of Regulatory Services to sign the Joint SAMM Strategy on behalf of the District Council.**

Background

4. Within a 7km zone of influence around the Ashdown Forest Special Protection Area (SPA), residential development leading to a net increase in dwellings will need to contribute to an appropriate level of mitigation. This is because increased recreational activity arising from new residential development and related population growth is likely to disturb the protected near-ground and ground nesting birds on Ashdown Forest.

5. The Mid Sussex District Plan Habitats Regulations Assessment (HRA) report recommends the use of a Suitable Alternative Natural Greenspace (SANG) and Strategic Access Management and Monitoring (SAMM) approach to manage recreational disturbance. This mitigation approach has been suggested for Mid Sussex since at least 2009 and is supported by Natural England. A SANG can be provided on the development site itself or through a financial contribution towards the District Council's strategic SANG at East Court & Ashplats Wood in East Grinstead. In addition a financial contribution towards a SAMM Strategy is required.
6. A SAMM Strategy aims to manage visitors on-site at Ashdown Forest and will also include a programme of bird and visitor monitoring. The District Council has been implementing an Interim SAMM Strategy since August 2013. This was intended to be an interim measure prior to a Joint SAMM Strategy being adopted.

Joint SAMM Strategy

7. The Joint SAMM Strategy is a framework of measures which provide a strategic and co-ordinated approach to access management projects on Ashdown Forest and bird and visitor monitoring. Wealden District Council is leading on the Joint SAMM Strategy on behalf of Mid Sussex District Council, Lewes District Council, Tunbridge Wells Borough Council, Tandridge District Council, and Sevenoaks District Council. Natural England and the Conservators of Ashdown Forest have also been closely involved in the preparation of the Joint SAMM Strategy. The Heads of Terms for the Joint SAMM Strategy are set out at Appendix 1.
8. Work has been ongoing on the Joint SAMM Strategy for several years and a legal agreement has been prepared for the local authorities that sets out the arrangements for managing and implementing the Joint SAMM Strategy. The Joint SAMM Strategy will continue to be effective in perpetuity. The legal agreement has been reviewed by MSDC officers in the Legal and Finance departments who have confirmed that it is reasonable and appropriate for the District Council to sign the agreement.
9. It is intended that monies already received under the Interim SAMM Strategy will be rolled into the Joint SAMM Strategy. These financial contributions were collected for SAMM mitigation projects and it is considered that the Joint SAMM Strategy meets these requirements. It is also sensible to run one set of SAMM projects together with the other affected local authorities otherwise the District Council will need to develop other SAMM projects upon which to spend the Interim SAMM Strategy contributions. It will also be more practical for the Conservators of Ashdown Forest to deliver one set of projects rather than multiple projects with the same aims.

SAMM Projects

10. A set of access management projects are currently being finalised. Projects include employing access management officers to raise awareness of the Ashdown Forest SPA and the protected birds, to encourage responsible dog walking and behavioural change, and to co-ordinate the volunteer dog ranger programme; a dog training programme; bird monitoring to ensure the conservation objectives of the SPA are being met; and visitor monitoring to ensure SAMM projects are effective and to inform the direction of future SAMM projects.

SAMM Tariff

11. Financial contributions towards the Joint SAMM Strategy by way of a Section 106 planning obligation will continue to be made according to a tariff, however, this is likely to be calculated differently from the Interim SAMM Strategy. Rather than the tariff payable depending on the number of bedrooms in the dwelling, there will now be one tariff for each new net residential unit. In addition, the new tariff will be calculated on the number of dwellings expected in each local authority area and the costs of the SAMM projects.

Joint SAMM Strategy Governance

12. The delivery of the Joint SAMM Strategy will be managed and overseen by a Joint Steering Group which will consist of representatives from each local authority together with advisors with technical expertise as required. The Joint Steering Group will act as an advisory body for the local authorities and will meet quarterly.
13. There will also be a Joint Working Group which will oversee the Joint SAMM Strategy on a day-to-day basis. Membership of the Joint Working Group will comprise representatives from each local authority and advisory members with technical expertise as appropriate. The Joint Working Group will agree the SAMM projects objectives, make decisions on expenditure, monitor progress, and make recommendations to the Joint Steering Group.
14. There will be a commencement date for the Joint SAMM Strategy after which the Interim SAMM Strategy will no longer be applied.

Policy Context

15. The emerging Mid Sussex District Plan provides the policy basis for requiring contributions towards mitigation in Policy DP15.

Other Options Considered

16. The District Council could continue to implement the Interim SAMM Strategy and not participate with the Joint SAMM Strategy. However, the District Council would then have to liaise with the Conservators of Ashdown Forest to deliver access management and monitoring projects. It is considered more practical to deliver projects together with the other affected local authorities as this will ensure recreational disturbance is considered across the SPA.

Financial Implications

17. The financial contributions towards the Interim SAMM Strategy that have already been collected through Section 106 agreements and are currently being held by the District Council will be transferred to Wealden District Council for use in the Joint SAMM Strategy in due course.
18. Financial contributions towards the Joint SAMM Strategy will continue to be made by way of a Section 106 planning obligation and this will require the usual procedures associated with such agreements. In addition, future contributions towards the Joint SAMM Strategy will be transferred to Wealden District Council on a regular basis in accordance with the Joint SAMM Strategy financial procedures.

Risk Management Implications

19. The Joint SAMM Strategy involves working in partnership with the other affected local authorities. The legal agreement sets out how the Joint SAMM Strategy will be delivered and managed. This should help to define the scope of the Joint SAMM Strategy, however, the legal agreement details the measures for dispute resolution.

Equality and Customer Service Implications

20. It is considered that there are no equality and customer service implications.

Other Material Implications

21. It is considered that there are no other material implications arising from this report.

Appendix 1 Heads of Terms

Appendix 1 Heads of Terms

Aims of the Joint SAMM Strategy

- Raise awareness and build visitor understanding of the importance and sensitivity of ground nesting birds and their habitats within the Ashdown Forest SPA.
- Promote and enforce the Code of Conduct for dog walkers.
- Encourage responsible dog walking and behavioural change as set out in the Code of Conduct.
- Provide new and additional volunteering opportunities such as Volunteer Dog Rangers.
- Help co-ordinate and support bird monitoring on the Ashdown Forest SPA and undertake visitor monitoring on the Ashdown Forest SPA and at SANG sites.

SAMM Tariff

- Established with reference to the cost of avoidance and mitigation considered necessary to the impact from an increase in visitors to the Ashdown Forest SPA from new dwellings and the anticipated increase in residential dwellings in each local authority's zone of influence.
- Calculated on a per unit basis.

Financial Reporting

- The Lead Authority (Wealden District Council) will provide suitable income and expenditure accounts every three months.
- The Lead Authority will prepare the annual accounts for audit and arrange for the accounts to be audited. Each member local authority will receive financial reporting information to enable them to account for their share income and expenditure in their financial accounts.
- Each member local authority will pay quarterly to the Lead Authority all the amounts it has received for the SAMM tariff.
- The Lead Authority will have a ring-fenced account to hold the SAMM tariffs paid to it.

SAMM Project Delivery

- The Conservators of Ashdown Forest will be responsible for the delivery of the SAMM projects.
- There is a separate legal agreement between the Lead Authority and the Conservators of Ashdown Forest setting out the project delivery arrangements.

Governance

- The Joint Steering Group will act as an advisory body to the local authorities. It will steer the direction of the Joint SAMM Strategy and ensure the objectives and service levels are being met. The Joint Steering Group will meet quarterly and comprises representatives of the local authorities and other advisory members with technical expertise as required. Only the representatives of the local authorities will have voting rights.
- The Joint Working Group will oversee the delivery of the Joint SAMM Strategy on a day-to-day basis. It will agree the project plan and make decision on expenditure in accordance with the approved budget, as well as monitoring the success of the avoidance and mitigation measures. The Joint Working Group will meet quarterly and comprises representatives of the local authorities and other advisory members with technical expertise as required. Only the representatives of the local authorities will have voting rights.
- A mechanism for dispute resolution has also been set out in the legal agreement.

6. BUDGET MANAGEMENT 2017/18 – HALF YEAR PROGRESS REPORT

REPORT OF: Head of Corporate Resources
Contact Officer: Cathy Craigen, Chief Accountant
Email: Cathy.craigen@midsussex.gov.uk Tel: 01444 477384
Wards Affected: All
Key Decision: No
Report to: Cabinet
20th November 2017

EXECUTIVE SUMMARY AND RECOMMENDATIONS

Purpose of Report

1. This report reviews the progress on the Revenue Budget, Capital Programme and Treasury Management for 2017/18.

Summary

2. The forecast revenue outturn position for 2017/18 at the end of September is showing a projected net overspend of £153,000 against the original estimate, after transfers totalling £62,000 to Specific Reserve approved by Council on 19th July 2017.
3. Much of the forecast variation relates to the increased cost of running the Revenue and Benefits Service now that costs are spread amongst only two partners as a result of Adur DC leaving the partnership. Were we to have revised the overall budget and allowed for another £100k of expenditure for the service, we would be showing a net variation to the budget of some £53,000 only.
4. Notwithstanding its revision, and as would be expected, bearing down on these increased costs is a priority of the service together with achieving the key performance indicators.

Recommendations

5. To recommend to Council for approval:

- (i) that £32,549 be transferred to the IER Specific Reserve as detailed in paragraph 24;
- (ii) that windfall income as set out in paragraph 25 of this report be transferred to General Reserve;
- (iii) that £734,696 is transferred from the funds earmarked for 'SAMM in perpetuity' within General Reserve to the SAMM fees Specific Reserve as detailed in paragraphs 29 & 30;
- (iv) the variations to the Capital Programme contained in paragraph 39 in accordance with the Council's Financial Procedure rule B4.

To note:

- (v) the remainder of the report.

REVENUE SPENDING

Position to the end of September 2017

6. This is the third budget management report for the current financial year. This is intended to inform Members how key income and expenditure targets are performing after the first half of 2017/18, and to give an indication of the likely position at the end of the year.

Expenditure and Income to date

7. Table 1 details 'actuals' to date for the key income categories and salaries expenditure, compared to their profiled budgets. It gives a snapshot position on performance to the end of September only. This table also details the projected year-end position for these key income categories, but this only forms part of the consideration for the year-end predictions for the Council's overall revenue budget.

INCOME	2017/18 Actual to September £'000	Profiled 2017/18 Budget £'000	2017/18 Original Budget £'000	Pressure/ (Saving) To end September £'000	Pressure/ (Saving) To end July £'000	Projected Year-end Variance £'000
Car Park Charges	(1,018)	(974)	(1,972)	(44)	(34)	(103)
Development						
Management Fees	(725)	(607)	(1,214)	(118)	(146)	(188)
Building Control Fees	(315)	(262)	(486)	(53)	(36)	(85)
Land Charges	(82)	(80)	(150)	(2)	0	0
Licensing Act Fees	(51)	(21)	(138)	(30)	(18)	0
Hackney Carriage Fees	(69)	(62)	(124)	(7)	2	(5)
Outdoor Facilities Income	(178)	(217)	(289)	39	2	0
Garden Waste	(600)	(585)	(1,164)	(15)	23	0
Leisure Contract Income	(807)	(779)	(1,558)	(28)	(13)	(55)
Industrial Estates Rents	(361)	(409)	(688)	48	54	84
Town Centre Rents	(935)	(1,286)	(3,000)	351	277	830
Depots Rents	(36)	(36)	(73)	0	0	0
General/Miscellaneous Property	(176)	(153)	(208)	(23)	(24)	(48)
Total Income	(5,353)	(5,471)	(11,064)	118	87	430
EXPENDITURE						
Staffing costs	6,053	5,536	11,072	517	276	99

8. Car parking income is above budget by £44,000 in the first half of the year. This is detailed in Table 2 below. The variation includes additional income in respect of Season Tickets (£18,000) and Pay and Display (£26,000). The previously reported forecast included a projection for the full year based on the first four months, and although a comparative reduction has been noticed in recent months, forecast income is still below that achieved in 2016/17. The forecast remains unchanged at this stage, but will require ongoing review.

	<i>Actual April to September</i>	<i>Outturn 2016/17</i>	<i>Forecast based on April to July</i>	<i>Revised Forecast 2017/18</i>
	<i>(Over)/ under target £'000</i>	<i>(Over)/ under target £'000</i>	<i>(Over)/ under target £'000</i>	<i>(Over)/ under target £'000</i>
Pay & Display tickets	(26)	(80)	(68)	(68)
Season Tickets	(18)	(11)	(35)	(35)
Total additional income	(44)	(91)	(103)	(103)

9. Development management income is £118,000 above target for April and September, and on track to achieve the previously projected additional income of £188,000 by year end.
10. Building Control Income is over budget by £53,000 for the first half of the year. A full year projection of £60,000 additional income was previously reported based on the April to July position. Due to further improvement since then, a further £25,000 can now be reported, revising the full year forecast to £85,000 additional income, as detailed in Appendix A of this report.
11. At the end of September, Land Charges is showing £2,000 more income than the profiled budget. However, no change to the full year projection is anticipated at this stage.
12. Licencing income is £30,000 above target for April to September. This is mainly due to the profiling of income, which can fluctuate. Therefore, the forecast remains unchanged.
13. Hackney Carriage Fees are above target by £7,000 for the first six months of this financial year. This is partly due to the profiling of income, which can fluctuate. However, the year-end forecast was previously adjusted to reflect £5,000 increased Hackney Carriage income identified at Outturn 2016/17, which is expected to be ongoing and this forecast remains unchanged.
14. Outdoor facilities income is £39,000 below budget after the first six months of the year. This will be investigated further but no change to the full year projection is anticipated at this stage.

15. Based on the current budget profile, Garden Waste income is £15,000 above target at the end of September. Expansion of the Garden Waste service is expected to deliver an additional 2000 customers in 2017/18 to achieve the budgeted customer base of 18,200 customers by year-end. The waste team are confident that this level of growth will be achieved by year-end and will be undertaking a direct marketing strategy to support this. Garden waste is currently averaging 50 new customers per week. Therefore, the forecast has not been amended.
16. The value of the Leisure Contract is subject to annual indexation and the previous forecast included an additional £55,000 to reflect the agreed contractual price for 2017/18. The projection remains unchanged.
17. Industrial Estates rents are £48,000 below the target at the end of September. This is expected to increase to £84,000 by the end of the year. These relate to Victoria Road and Sheddingdean Industrial Estates. There was less than budgeted rental income due to a vacant unit at Victoria Road and a tenant going into administration at Sheddingdean with subsequent loss of rental income.
18. The Orchards rental income is under budget as a result of void units (now leased for 5 and 10 years) and rent free periods awarded as tenant incentives. This has a neutral effect on the Revenue Account as the Orchards reserve is used to smooth positive and negative cashflow.
19. General/miscellaneous property income is £23,000 above the target at the end of September. This is mainly due to unbudgeted rental income relating to The Brow Medical Centre. The full year forecast is expected to be £48,000, as detailed in Appendix A of this report.
20. The salaries expenditure to the end of September is showing a pressure of £517,000 against the profiled budget. This mainly relates to the cost of unbudgeted CenSus ICT staff transferred from Horsham District Council as part of the on-going changes in the CenSus ICT partnership. These costs will be met from future savings following reduced partnership contributions to Horsham. The variance also relates to the unbudgeted cost of CenSus Revenues and Benefits agency staff which will be met from additional magistrates court cost / grant income. The forecast year-end variation on salaries is therefore a net £99,000 over spend, as set out in Table 1 above. Further detail is set out in Appendix A of this report.
21. In summary, based on current information available and as outlined in Appendix A, the current forecast year-end position (at the end of September 2017), is an over spend of £153,000.

Miscellaneous

22. Balance Unallocated is unchanged at £12,000.
23. In August, we received £1,699 from the Department for Work and in respect of a New Burdens Fraud and Error Reduction Incentive Scheme. This sum will be pooled along with similar allocations received by our Census Partners to meet this additional cost.
24. In September we received a grant payment of £32,549 from the Cabinet Office to cover year costs associated with the ongoing transition to Individual Electoral Registration (IER). Members are requested to approve the transfer of this sum to the IER Specific Reserve created for this grant which will be used to cover the costs of change management and the IER Canvass.

25. In September we received windfall income of £5,030 from the Environment Agency relating to 2016/17 unspent balances for the River Ouse Internal Drainage District Levy. This levy was abolished on the 31st March 2017 and a separate budget has been allocated to cover costs from April 2017 onwards. As this windfall income relates to a previous year it will therefore be transferred to General Reserve.
26. On 4th September 2017, we received £12,000 from DCLG in respect of Business Rates Relief New Burdens to cover such costs as rebilling required under the local Discretionary Rate Relief Scheme for Mid Sussex District. These costs are expected to be incurred before year end and this sum will be pooled along with similar allocations received by our Census Partners to meet this additional cost.

Census Revenues and Benefits

27. The last Budget Management Report indicated that, as a result of the Census Revenues and Benefits partnership being disaggregated, there will be a loss of economies of scale savings in 2017/18, which will present themselves as higher service costs. Officers have been working through the full HR and finance implications, and have assembled a budget for the remainder of the year that shows an increased cost of some £200k (or £100k per partner).
28. This budget amendment has now been made and shows as a pressure in the budget forecast; and contributes to the forecast overspend by year end. Efforts will of course be made to improve on this expenditure forecast in the coming months.

Joint SAMM Strategy

29. From autumn 2013 Mid Sussex began charging a tariff in respect of Strategic Access Management and Monitoring (SAMM), which is required to be paid by developers as mitigation for new dwellings within a 7km zone of influence from Ashdown Forest. The funding was collected on the basis that 30% of the tariff would fund operational costs in respect of delivering management and monitoring projects to mitigate the effects of recreational disturbance within this Special Protection Area, and this funding has been held in specific reserves. The other 70% of the tariff collected has been held in general reserves as an investment fund, to provide funding for mitigation in perpetuity.
30. As part of a Joint SAMM Strategy with the other affected local authorities which will supersede the Interim SAMM Strategy, it is now proposed that the entire funding be pooled as a shared service, with Wealden District Council acting as lead authority in commissioning future projects, and providing relevant financial reporting information to their shared service partners, which will be subject to independent audit. As such, members are requested to approve the transfer of the investment fund element of £734,696 to specific reserve, so that the full tariff collected to date can be transferred to Wealden District Council, once the Joint SAMM Strategy has been approved and details of the transfer of funds have been agreed.

CAPITAL SPENDING

Position to the end of September 2017

31. The Capital Programme for 2017/18 now stands at £3,372,000. This includes slippage from the 2016/17 Capital Programme, and current year capital project variations, as reported to Cabinet 10th July and 5th September. The actual and commitments to the end of September 2017 total £1,461,499.

Variances to the 2017/18 Capital Programme

32. At this early stage in the year the major variances are set out in table 3 below, the remainder being a number of smaller variations of less than £100,000.

Table 3: Expenditure Variations on the 2017/18 Capital Projects

	<i>Variations</i> £'000 (overspend)	<i>Variations</i> £'000 (underspends)	<i>Notes</i>
Finches Field Community Pavilion and Car Park		(666)	1
Disabled Facility Grants		(733)	2
Land Acquisition -29 Paddockhall Road, HH	252		3
Council Chamber Modernisation		(300)	4
Worlds End Recreation Ground		(200)	5
Total	252	(1,899)	

Notes:

Emergency and Outdoor Services

(1) Increased contribution to Slaugham Parish Council agreed in MIS22A on 2nd June. Payment expected to be complete by the end of 2017/18.

Environmental Health

(2) Demand-led Housing adaptations service for which £503,000 has been committed as at end of September. No further forecast variation is anticipated at this stage.

Corporate Estates & Facilities

(3) Land acquisition at 29 Paddockhall Road, Haywards Heath completed by 31st August 17. Project to be included in the Capital Programme – refer to para 35.

(4) Council Chamber Modernisation Works – Scheme to be slipped to 2018/19.

(5) World's End Recreation Ground – out to consultation. Project expected to be complete by the end of 2017/18. Also, refer to para 34 below.

Proposed Variations to the Capital Programme

33. The current Capital Programme includes £40,000 for Modernisation of Corporate Records. Following a decision by the Project Board to shorten the timeframe for completing the checking of planning applications, the number of staff employed checking planning applications is being increased from one to three FTE. This has resulted in an increase in the previously projected cost for capitalised salaries from September 2017. As a result, there is a requirement for an £11,000 capital variation to support this change to the staffing levels, to be funded from General Reserve. This will be ongoing until the expected completion of the checking process in January 2020. The Capital Programme for 2017/18 total has therefore been revised to £51,000 to reflect this change. In addition, further funding estimated at £88,000 (18/19) and £99,000 (19/20) is required for the implementation of the TLC software and end of project costs. However, these future year costs will be considered as part of the 18/19 Budget Process.
34. In the April to May Budget Management report we reported a new project for refurbishing the playground at World's End Recreation Ground totalling £200,000. This was approved at Cabinet Grants Panel on 18th April 17 to be funded from the Lewes District Council S106s, as explained further in that report, and the Capital Programme was increased for this sum. There is now another £61,628 of Lewes District Council S106s available to be spent on this scheme. The new total for this scheme stands at £262,000 (to the nearest £'000) and the Capital Programme has been revised accordingly.

35. Purchase of the leasehold interest at 29 Paddockhall Road, Haywards Heath was approved under Cabinet Member delegated powers as detailed in MIS19 on 8th May 2017. This land acquisition is to be funded from the Land and Property Specific Reserve. At the end of August this purchase was completed and the Capital Programme has now been amended to include £252,000 for this project.
36. The current Capital Programme includes £300,000 for Council Chamber Modernisation. Following the completion of the feasibility study, this project is progressing but expenditure will be slipped to 2018/19. However, revised Members accommodation will be delivered this year costing £30,000, resulting in total slippage on this project of £270,000.
37. The current Capital Programme includes £81,000 for Upgrade Council Chamber Toilets & Reception. Following the completion of the feasibility study this project is on hold pending consideration of a wider scheme. This project has therefore been slipped to 2018/19.
38. A new project has come forward for re-surfacing the car park at Clair Hall costing £47,000, which will be funded from General Reserve. Details of this project are set out in the Project Justification attached in Appendix B of this report. The Capital Programme for 2017/18 has been increased to reflect this.
39. Proposed capital variations are summarised in table 4 below.

	<i>Apr to Sept</i>	<i>Ref</i>
	<i>£'000</i>	
Modernisation of Corporate Records	11	<i>Para 33</i>
Worlds End Recreation Ground refurbishment	62	<i>Para 34</i>
29 Paddockhall Road Land Acquisition, Haywards Heath	252	<i>Para 35</i>
Council Chamber Modernisation	(270)	<i>Para 36</i>
Upgrade Council Chamber Toilets & Reception	(81)	<i>Para 37</i>
Re-surfacing Clair Hall Car Park	47	<i>Para 38</i>
	<hr/>	
Total	21	
	<hr/> <hr/>	

40. Taking into account all of the changes detailed above, the overall effect is an increase to the current capital programme for 2017/18 of £21,000 and an increase in 2018/19 of £351,000. Therefore the revised programme total for 2017/18 now stands at £3,393,000.

Capital receipts and contributions received to the end of September 2017

41. S106s and grant contributions of £982,319 have been received in the period April to September 2017.

S106 contributions committed/utilised to the end of September 2017

42. The following S106 contributions have been utilised during this period:

Table 5 S106 utilisation 2017/18

	<i>Apr to Sept</i>	<i>Note</i>
	<i>£'000</i>	
Lindfield Rural Parish Council	8	1
Haywards Heath Town Council	4	2
Burgess Hill Town Council	8	3
West Sussex County Council	39	4
West Sussex County Council	3	5
West Sussex County Council	48	6
West Sussex County Council	108	7
East Grinstead Town Council	1	8
East Grinstead Town Council	3	9
Hassocks Parish Council	1	10
Burgess Hill Rugby Football Club	10	11
Hurstpierpoint Cricket Club	21	12
Scaynes Hill Millennium Village Centre	3	13
The Yews (Haywards Heath) Community Partnership	10	14
Haywards Heath Town Council	10	15
Haywards Heath Town Council	9	16
Chequer Mead Community Arts Centre	54	17
East Grinstead Town Council	1	18
Lindfield Rural Parish Council	8	19
West Sussex County Council	37	20
Total	386	

Notes

- 1 Utilisation of Local Community Infrastructure contribution (P35/594 £8,040) S106 monies to improve pedestrian and disabled access leading to the Remembrance Garden at Walstead Burial Ground, as agreed by the Cabinet Member for Planning on 27 March 2017 MIS 13 29 March 2017.
- 2 Utilisation of Local Community Infrastructure contribution (P35/669 £986.40 & PL12-000511 £3500.60) S106 monies to replace an existing bus shelter outside Beech Hurst Gardens, as agreed by the Cabinet Member for Planning on 12 April 2017 MIS 16 19 April 2017.
- 3 Utilisation of Local Community Infrastructure contribution (P35/491 £8,495) S106 monies to install a new footpath in Burgess Hill Burial Ground, as agreed by the Cabinet Member for Planning on 12 April 2017 MIS 16 19 April 2017.
- 4 Utilisation of Total Access Demand (Sustainable Transport) contribution (PL12-000170 £35,271 & PL12-00620 £3,579) S106 monies for shared use path surfacing on Worth Way, Crawley Down, as agreed by the Cabinet Member for Planning on 12 April 2017 MIS 16 19 April 2017.
- 5 Utilisation of Total Access Demand (Sustainable Transport) contribution (P35/369 £62.78, P35/382 £77.26 & P35/781 £2,612.96) S106 monies for Speed reduction scheme Leylands Road/West Street, Burgess Hill, as agreed by the Cabinet Member for Planning on 12 April 2017 MIS 16 19 April 2017.
- 6 Utilisation of Total Access Demand (Sustainable Transport) contribution (P35/258 £179.07, P35/519 £12,015, P35/620a £6,480, P35/624 £13,065, P35/632b £2,991.13, P35/743 £1,260, PL13-000019 £4,871.72, PL13-000271 £3,688.08 & PL13-000617 £3900) S106 monies for Safety improvements on West Street, East Grinstead, as agreed by the Cabinet Member for Planning on 12 April 2017 MIS 16 19 April 2017.
- 7 Utilisation of Total Access Demand (Sustainable Transport) contribution (P35/779 £108,155) S106 monies for Traffic calming on Imberhorne Lane, East Grinstead, as agreed by the Cabinet Member for Planning on 12 April 2017 MIS 16 19 April 2017.
- 8 Utilisation of Local Community Infrastructure contribution (P35/632b £1,356.25) S106 monies to purchase a defibrillator for East Court, as agreed by Cabinet Member for Housing and Planning on 16 May 2017 MIS 20 17 May 2017.
- 9 Utilisation of Local Community Infrastructure contribution (P35/632b £348.42 & P35/633b £2,181.58) S106 monies to enhance the public realm in the area to the front of the Kings Street public toilets, as agreed by Cabinet Member for Housing and Planning on 16 May 2017 MIS 20 17 May 2017.
- 10 Utilisation of Formal Sport contribution (P35/638b £1,389.80) S106 monies to install goalposts in Adastra Park, as agreed by the Cabinet Member for Community 23 May 2017 MIS 22 31 May 2017.
- 11 Utilisation of Formal Sport contribution (P35/625a £10,000) S106 monies towards the cost of improvements to the clubhouse, as agreed by the Cabinet Grants Panel 5 June 2017 MIS 23 5 June 2017.
- 12 Utilisation of Formal Sport contribution (P35/544 £31,796 & PL12-000366 £7,144) S106 monies towards an artificial wicket and upgrading the changing rooms, as agreed by the Cabinet Grants Panel 5 June 2017 MIS 23 5 June 2017.

- 13 Utilisation of Community Buildings contribution (PL3-000199 £3,000) S106 monies towards the cost of a new water heater, as agreed by the Cabinet Grants Panel 5 June 2017 MIS 23 5 June 2017.
- 14 Utilisation of Community Buildings contribution (PL12-001035 £9,721) S106 monies towards the cost of garden improvements, as agreed by the Cabinet Grants Panel 5 June 2017 MIS 23 5 June 2017.
- 15 Utilisation of Local Community Infrastructure contribution (P35/562b £2,892.12 & P35/641 £7,238.81) S106 monies to install new lighting on the footpath leading from Butlers Green Road to Lucastes Road, as agreed by the Cabinet Member for Planning on 15 June 2017 MIS 25 21 June 2017.
- 16 Utilisation of Local Community Infrastructure contribution (P35/641 £9,410) S106 monies to upgrade footway lights on Lewes Road, as agreed by the Cabinet Member for Planning on 22 June 2017 MIS 26 28 June 2017.
- 17 Utilisation of Community Building contributions (P35/623b £3,937, P35/705 £4,858, P35/667 £7,824, P35/667 £880, P35/652b £9,731, P35/680 £14,782 & P35/694 £11,488) S106 monies towards building improvements, as agreed by the Deputy Leader and Cabinet Member for Resources and Economic Growth on 30 June 2017 MIS 27 5 July 2017. This application was also considered at the Cabinet Grants Panel on 5 June 2017 but further information was required from the organisation in order to make a decision.
- 18 Utilisation of Local Community Infrastructure contributions (P35/633b £646.60 & P35/667 £333.40) S016 monies to repair the east boundary wall of St Swithuns Church, as agreed by the Cabinet Member for Planning on 16 August 2017 MIS 34 23 August 2017.
- 19 Utilisation of Local Community Infrastructure contributions (P35/594 £8,176.59) S106 monies to complete the provision of allotments and related facilities in Clearwater Lane, Scaynes Hill, as agreed by the Cabinet Member for Planning 12 September 2017 MIS 37 13 September 2017.
- 20 Utilisation of Sustainable Transport contributions (P35/669b/c £12,330, P35/600 £7,619, P35/611b £8,124 & P35/648b £8,800) S106 monies towards the installation of a pedestrian crossing at Wivelsfield Road, Haywards Heath, as agreed by the Cabinet Member for Planning 25 September 2017 MIS 39 27 September 2017.

TREASURY MANAGEMENT INTEREST

43. Treasury Management interest for the financial year 2017/18 was projected in the Budget Report to be £308,065 at an average rate of 0.80%. The Budget Report is prepared well before many of the cash flow items are known.
44. As at the end of September 2017, projected Treasury Management interest earnings for 2017/18 were £346,776 at an average rate of 0.851%, being £39,000 over target. This position will continue to be monitored closely as we progress through the year.

Local Authority Property Fund Dividends

45. Members will recall that £6m is invested in the Local Authorities' Property Fund administered by the CCLA. Dividends on these investments are paid to the Council on a quarterly basis being due for the quarters ending 30 June; 30 September; 31 December and 31 March.
46. We previously reported a net income of £65,779 as at the end of June 2017. Dividends received for the second quarter ending 30 September are £83,130 less management expenses of £8,993, giving a net income to the Council of £74,137. Therefore, in total, we have received a net income of £139,916 in the first two quarters of the year. £240,000 is budgeted to finance the Revenue Budget in the current year. However, based on the first two dividends, this is likely to be exceeded by year-end. This will continue to be monitored and further updates will be reported in future Budget Management Reports.

POLICY CONTEXT

47. This report shows actual financial performance against the original budget, which was approved within the context of the Financial Strategy.

FINANCIAL IMPLICATIONS

48. The financial implications are detailed within the body of this report.

RISK MANAGEMENT IMPLICATIONS

49. There are no risk management implications. Financial risks have been seen as a strategic risk in the past but the Council has a proven track record in Budget Management and this is not seen as a strategic risk for 2017/18.

EQUALITY AND CUSTOMER SERVICE IMPLICATIONS

50. There are none.

OTHER MATERIAL IMPLICATIONS

51. There are no legal implications as a direct consequence of this report.

Background Papers

Revenue Budget 2017/18

Forecast Budget Variations for 2017/18 at the end of September 2017

	<i>Pressures in 2017/18</i>	<i>Notes</i>
	<i>£'000</i>	
April to July pressures Cabinet 5 th September 2017	746	
Environmental Protection Consultants	12	1
Housing Standards allowance for bad debt	9	2
Census Revenues and Benefits Partnership changes	100	3
Development Management Software	11	4
Interim cover for post of DL– Commercial Services & Contracts	19	5
Due diligence report	4	6
Rental income – The Orchards	553	7
Rental income – Industrial Estates	84	8
Costs relating to land development	83	9
	<hr/>	
	1,621	
	<hr/> <hr/>	

Notes:

- (1) Environmental Protection Consultants pressure due to staff shortages in the first half of the year.
- (2) Allowance of uncollectable debt in respect of works in default costs, due to customer bankruptcy.
- (3) Forecast pressure in respect of loss of Economies of scale savings as a result of Adur District Council leaving the Census Partnership from 30th September 2017.
- (4) Purchase of new IDOX Uniform Enterprise Software, which is a bespoke management and monitoring tool designed to improve performance within the team.
- (5) Interim cover for the post of Divisional Leader – Commercial Services & Contracts. This post was filled on a permanent basis in August.
- (6) Cost of due diligence report for East Grinstead Sports Club.
- (7) Shortfall in rent against gross budget as a result of voids and tenant incentives.
- (8) See paragraph 17 above.
- (9) The costs relating to bringing forward development sites have exceeded the monies available in the Asset Management Specific Reserve resulting in a revenue pressure.

Forecast Budget Variations for 2017/18 at the end of September 2017

	<i>(Savings)</i> <i>in 2017/18</i>	<i>Notes</i>
	<i>£'000</i>	
April to May savings Cabinet 5 th September 2017	(742)	
Housing Staff saving	(10)	10
Building Control Income	(25)	11
Environmental Health minor variations	(6)	12
Development Management Staffing	(12)	13
Leisure Partnerships minor variations	(7)	14
Landscapes staffing	(6)	15
Bulky Waste Income	(8)	16
Recycling Credit Income	(11)	17
Recycling Performance payment	(40)	18
General/miscellaneous rental income	(48)	19
Reduction in contribution to The Orchards Reserve	(553)	20
	<hr style="width: 100%; border: 0.5px solid black;"/> (1,468) <hr style="width: 100%; border: 0.5px solid black;"/>	

Notes:

- (10) Salary saving due to a vacant post for part of the year.
- (11) See Paragraph 10.
- (12) Saving in respect of a number for variations within the Business Unit below £10K.
- (13) Salary saving due to staff working reduced hours.
- (14) Saving in respect of a number for variations within the Business Unit below £10K.
- (15) Salary saving due to a vacant post for part of the year.
- (16) Additional Bulky waste income to reflect growth in recent years.
- (17) Additional Recycling credit income due from West Sussex County Council following confirmation of the 2017/18 allocations.
- (18) Further performance related Recycling credit payment due from West Sussex County Council as a result of a Waste Partnership Surplus in the first half of the year, due to a combination of factors, including the increased value of Recyclates and an improvement in the quality of materials being collected as a result of reduced contamination.
- (19) See paragraph 19.
- (20) The balancing of the contribution to the reserve against rent shortfalls.

Capital Project Justification Form

Clair Hall car park resurfacing

Purpose of project: To resurface Clair Hall car park. This is an opportunity to bring the current surface up to a safe and usable condition. This popular and heavily used car park has severely deteriorated to the extent that the surface is a hazard to all users. It is well used by staff, motorists and pedestrians and is a popular route for pedestrians from the railway station and from the nearby school. With the advent of the longer nights, the H&S risks to all users are intensified, increasing the need to have a car park that is fit for purpose.

Costs:

Maximum Amount : £47,500

Capitalised Salaries included in the project total : N/A

Other sources of funding: General Reserve £47,500

Revenue implications: Improvements to the car park will ensure the safety of its users and avoid any potential claim due to an accident.

Value for money assessment:

A do nothing approach will result in an increase in insurance claims resulting in a detrimental effect upon MSDC finances.

The alternative option is to close the car park and redirect the users to the nearby car parks with a possible detrimental effect on the numbers using Clair Hall.

Business Unit/Service: Corporate Estates & Facilities Business Unit

Head of Service: Peter Stuart

Project Manager: Thuso Selelo

Cabinet Member: Gary Marsh

Ward Members: Cllr Jonathan Ash-Edwards, Sandy Ellis

This project contributes to achieving the Corporate Plan in the following ways:

Enhancing and improving Infrastructure
 Providing facilities which are of quality, safe and fit for purpose
 Providing facilities for the local community

Summary of discussions with Cabinet Member:

Cabinet Member is supportive of the project.

Risk Analysis:

The main risks of the project and the likelihood, severity and financial impact (rated low, medium, high) of each of these risks are:

Risk	Likelihood	Severity	Financial impact
1. Incidents during construction	low	low	low
2. incident following construction	low	low	low

Mitigation actions: Qualified contractors, Risk Assessments, Method Statements.

7. PERFORMANCE MONITORING FOR THE SECOND QUARTER OF 2017/18

REPORT OF: HEAD OF CORPORATE RESOURCES
Contact Officer: Neal Barton, Policy and Performance Manager
Email: Neal.Barton@midsussex.gov.uk Tel: 01444 477588
Wards Affected: All
Key Decision: No
Report to: Cabinet
20 November 2017

Purpose of Report

1. This report provides the Cabinet with information about the Council's performance for the second quarter from July to September 2017. It uses the bundle of performance indicators previously agreed for monitoring in 2017/18. The report also updates on progress with the Council's flagship activities identified in the 2017/18 Corporate Plan.

Summary





2. Performance in the second quarter of 2017/18 has been good overall, with most services performing at or close to target. In the small number of cases where service targets are not being fully met, the reasons for this are clearly understood and appropriate action is being taken

Recommendations

3. **The Cabinet is recommended to note the Council's performance and progress with flagship activities in the second quarter of 2017/18 and identify any areas where further reporting or information is required.**
-

Introduction





4. This report has previously been considered by the Scrutiny Committee for Leader, Resources and Economic Growth at their meeting on 8 November. Issues raised by the Committee are set out in paragraphs 59 to 64.
5. One of the functions of the Scrutiny Committee for Leader, Resources and Economic Growth is to regularly monitor the performance of the Council's services, with a view to determining whether any additional scrutiny is required of services, particularly if performance is not of a satisfactory level. To do this, the Committee is provided with performance information on a quarterly basis.
6. Performance information is presented in a standard format across all services using the new bundles of performance indicators agreed by the Committee for 2017/18. Performance measures have been developed to capture the core areas of each service. Where possible a target is set for the year against which performance is measured. Some performance measures do not have targets as these measures are "health checks" and for monitoring purposes only.
7. Performance information for the second quarter is provided at Appendix A. This is set out in tabular form using a traffic light system as explained below:

-  red – 10 percent or more off target
-  amber – slightly off target (less than 10 percent)
-  green – on or exceeding target
-  health check - indicator for information only

8. The Committee also has responsibility for monitoring progress with the flagship activities in the Corporate Plan for 2017/18. Progress in the second quarter is reported at Appendix B.

Overall Performance

9. Performance has continued to be good across the Council in the second quarter, with a small number of exceptions of which more details are provided later in the report. The second quarter position in comparison with the previous financial year is summarised below:

Quarter 2	 Green	 Amber	 Red	 Health check	Total
2017/18	31 (74%)	6 (14%)	5 (12%)	14	56
2016/17	31 (79%)	6 (15%)	2 (5%)	10	49

10. Not all aspects of the Council's work can be measured by formal indicators and in some cases the Council has little or no influence over performance. Therefore this work is measured using health check indicators which are outlined in Appendix A. These are intended to provide Members with a holistic view of the Council's work.

Performance meeting or exceeding targets (green)

11. Of the 42 indicators with targets, 31 met or exceeded their target. This section of the report provides more information about some of these performance achievements.

Percentage of undisputed invoices paid within 10 days of receipt

12. Performance in the second quarter of 2017/18 was 98.56% compared to the target of 95%. This relates to 1,237 out of the 1,255 invoices received paid within 10 days or receipt. Performance in the same quarter of last year was 98.02% out of the 1,154 invoices received paid within the target period. This indicator continues to be a high priority for the Council in supporting small businesses, where cash flow can be critical to their economic health.

Speed of processing change of circumstances for Council Tax Support claims

13. The average speed of processing Council Tax speed of processing in quarter 2 was 9 days. This is better than the target of 10 days and an improvement on the quarter 1 figure of 11 days. The number of changes of circumstances processed has increased on the same quarter last year by 4%- 3,656 to 3,798. Further information on the Benefits Service is included in paragraphs 50 to 53.

Percentage of Council Tax collected

14. Council Tax collection was at 57.70% in the second quarter and at the target level with £56,441,263 collected. This compares to the second quarter of 2016/17 when the collection rate was 57.80% and £53,516,224 collected. In cash terms the amount of Council Tax collected has increased by £2,925,039.

The percentage of rent due collected

15. In the second quarter of 2017/18 99% of the rent due was collected, which was above the target of 97%. The amount of rent collected was £595,643. This compares to a collection rate of 98% in quarter 2 of last year, with £372,642 collected. Making best use of the Council's land and commercial property holdings is one of the Council's flagship activities and further information about this service is included at Appendix B.

Average waiting time to speak to customer services officer

16. This indicator refers to the average waiting time in seconds to speak to a customer services officer for all services in the Customer Services Centre, including the switchboard. Calls are answered in the Centre for nine Council services direct lines, including Building Control, Electoral Services, Parking Services and Waste Management. Performance in the second quarter of 2017/18 was 22 seconds compared to the target level of an average of 30 seconds. There were 22,932 calls answered in the quarter, compared to 24,970 in the same period last year.

Percentage of enquiries resolved at first point of contact

17. Accessing the service at first point of contact is measured through the proportion of the automatic forms available on our website successfully submitted and telephone enquiries resolved first time. Performance in the second quarter was 91% against the target of 75% and relates to analysis of forms only. Work is being undertaken to establish data to monitor the telephone calls. Improving our customer service with more enquiries dealt with at the first point of contact is one of the Council's flagship activities and further information is included at Appendix B.

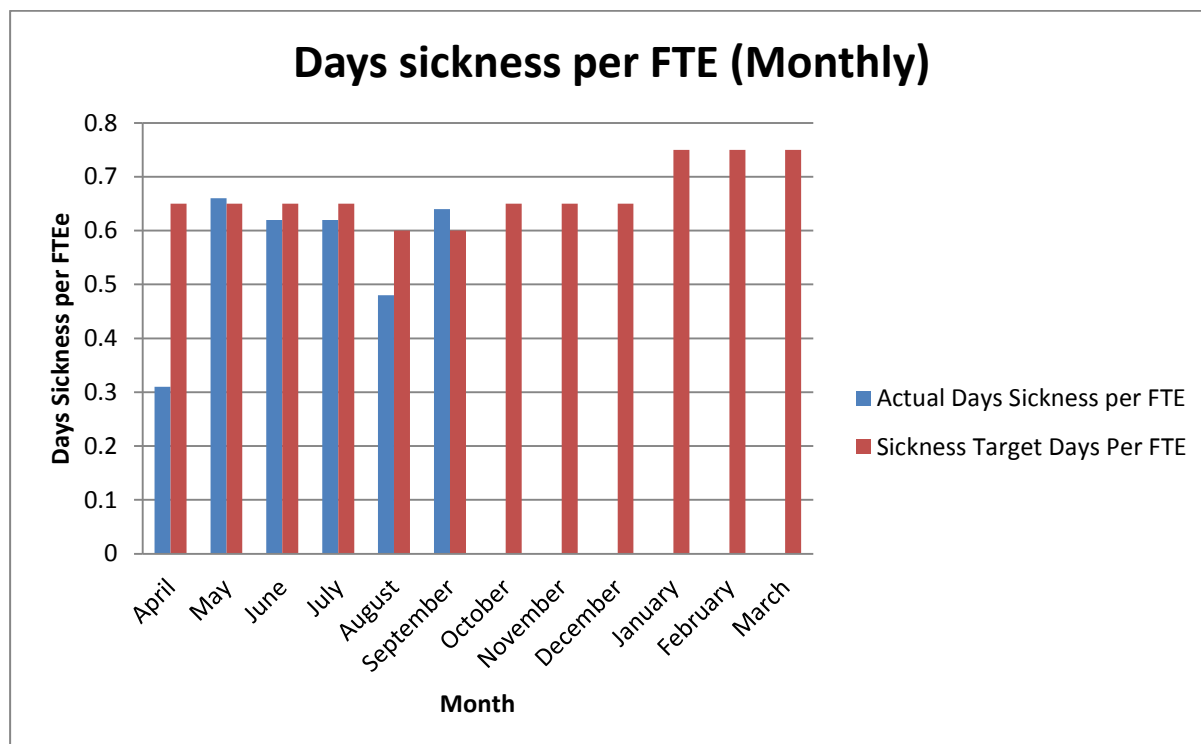
Monthly customer satisfaction scores and number of compliments received

18. Customer satisfaction is being measured by calling back a sample of customers who had previously called the Customer Services Centre to gain their feedback on how they felt that the call had been dealt with. Feedback from those surveyed was 96% positive. Callers surveyed had contacted the Council regarding a variety of services including refuse collection, parking, revenues, benefits and pest control. Further information is included at Appendix B.
19. In addition to surveys of customers, the number of compliments received is also an indicator of customer satisfaction. There were 71 compliments received in the second quarter. The main services in receipt of compliments were
- Customer Services and Communications = 24
 - Development Control = 22
 - Waste Management = 16
 - Environmental Health = 2
 - Landscapes = 2

Staff sickness absence rate

20. This was 3.33 days in the second quarter compared to a target of 3.80 days. The number of medium and long-term absences have reduced over the quarter, although there are four ongoing absences currently. This is an improvement on the sickness absence figure in Quarter 2 2016/17, which was 4.09 days per full-time equivalent member of staff. Improved performance is also the result of back to work interviews and promoting the availability of support to staff through measures such as the Employee Assistance Programme.

Figure 1 below shows the monthly figures for sickness rates against the target.



Staff turnover

21. Staff turnover to the second quarter of the year was 6.35% compared to the target of 7.5%. This is an improvement on the similar period in 2016/17 when the turnover rate was 8.66%. Staff turnover can be affected by a number of factors, many of which are out of the control of the Council such as the state of the local economy and job market. The 6.35% turnover rate refers to 20 voluntary leavers. Exit interviews continue to indicate a range of reasons for departure as follows:

- Personal 5 (3 of these from CenSus left for roles at Adur District Council following that Council's departure from the partnership and another two left for unknown personal reasons)
- Career progression 3 (1 left for the Civil Service; another for freelance work; and another for a Council that was closer to home and a more senior position)
- Travel/location 2 (1 of these moved to France)
- University/College 1
- Retirement 1

The percentage of ICT help desk service requests completed within the target time agreed with the customer and % of ICT helpdesk calls outstanding

22. In the second quarter of 2017/18, 95% of the 1,537 service requests received were completed within the agreed time against the target of 87%. This is the same level of performance as the second quarter of last year when there were 1,474 service requests. The percentage of ICT calls outstanding in quarter 2 of 2017/18 was at 7% against the target of 20%, which is better than the previous year performance of 18%.

The number of visits made to the Leisure Centres and Civic Halls

23. The number of visits to the Council's Leisure Centres and halls continues to exceed targets, with 458,170 visits in quarter two compared to the target of 421,461. This is a reflection of the improvements to the Leisure Centres arising from the investment made by the Council and Places for People since they became the Council's management partner in 2014. The delivery of improvements to the leisure centres is one of the Council's flagship activities and further information on progress is included at Appendix B.

Amount of waste per household which is disposed of in landfill sites (kilos)

24. This was 109.09 kgs in the second quarter of 2017/18 compared to the target of 117 kg. This equates to an average of 36.36kg per household per month. Waste minimisation is closely linked to the Council's efforts to increase the levels of recycling, which are referred to in paragraph 46.

Parking Services performance

25. Performance in repairing car parking machines within the target time of 2 days was 100% against the target of 97%. All of our machines have been adapted to cease accepting the old £1 coins. The Car Parking Service has an Enforcement Service Level Agreement in place with West Sussex County Council, which sets a target of a 9% cancellation rate for Fixed Penalty Notices. This was at 8% in quarter two compared to the target of 9%. The Parking Services Annual Review 2016/17 was considered by the Scrutiny Committee for Customer Services and Service Delivery on 11th October. Please see paragraph 46 for more information on this service.

Environmental Health service requests that are responded to within five working days

26. Service requests responded to within 5 working days was 99% in the second quarter and above the target of 97%, with 1,153 requests received. This compares to performance of 97 % in the second quarter of last year when 1,078 service requests were received- an increase of 7%. This is a challenging target, especially in busy periods. Requests for service cover the range of Environmental Health activities, including licensing, housing standards, environmental protection and food hygiene. Please see paragraph 48 for more information on this service.

Number of health and wellbeing interventions

27. The wellbeing service supports and advises people who wish to make improvement to their lifestyle, such as losing weight, taking more exercise, improving their diet, reducing alcohol consumption or stopping smoking. The service delivered 433 interventions in the second quarter of 2017/18 against the target of 350. Providing an effective Wellbeing Service that helps residents to make healthy lifestyle choices is one of the Council's flagship activities for 2017/18 and further information regarding recent activity is included in appendix B.
28. Of the people who responded to requests for feedback in quarter two, 89% of those assisted by the Wellbeing service reported a health improvement against a target of

75%. These calls are made 3 months after the intervention to monitor whether the intervention has led to a sustained improvement.

Number of households accepted as homeless

29. At seven, the number accepted as homeless by the Council is better than the target for the second quarter of the year of 15. The long term expectation is that the numbers approaching the Council for advice and assistance will increase due to demand for affordable housing, the implications of welfare reforms such as Universal Credit and the implementation of the Homelessness Reduction Act from April 2018. This and the need for temporary accommodation are being kept under close review and was the subject of a report to the Scrutiny Committee for Community, Housing and Planning on 14 November.

Number of households living in temporary accommodation

30. The number of households in temporary accommodation was 53 at the end of September. This compares to 51 at the end of the second quarter of 2016/17. Overall, we are anticipating an increased need for the Council to make use of temporary accommodation. This is a reflection of factors previously reported to the Committee including the difficulties in accessing properties in the private rented sector and a lack of available Housing Association properties.
31. Where the Council does make use of temporary accommodation, the aim is to ensure that households are supported to secure longer term housing to minimise the time they spend in temporary accommodation. The Housing Needs Team have recruited a Temporary Accommodation and Homelessness Prevention Officer to assist with this aim using Homelessness Grant funding. At the end of quarter two, the average time that households are spending in temporary accommodation was 33 weeks, down from 38 weeks in quarter one.

Number of households assisted to access the private rented sector

32. This was at the target level of 21 in the second quarter of 2017/18. The Housing Needs Team provides assistance to access private rented sector accommodation through initiatives such as the Council's Rent in Advance and Deposit Guarantee Scheme, which helps those without sufficient funds to rent privately.

Building Control site inspections carried out within 24 hours of the date requested

33. The Building Control Team achieved the target of 98% of site inspections carried out within 24 hours of the date requested in quarter two of 2017/18. This related to 1,988 site inspections. Performance was at the same level in quarter two of last year, when the number of site inspection was 2,089. Please see paragraph 55 for further information about this service.

Processing of planning applications

34. The speed of determining planning applications remains good, with targets exceeded for majors, minors and other planning applications. The number of applications processed in quarter 2 was 680, compared to 697 in the same period of 2016/17.
35. During the second quarter of the year, major planning applications processed within the target of 13 weeks (or within an agreed extension of time) was 92%, compared to the target of 79%. This relates to 12 out of 13 applications. This compares to quarter two of 2016/17, when there were 19 major applications processed.

36. For processing minor applications, performance was at 99% compared to the target of 84%. This relates to 134 out of 136 minor applications processed within 8 weeks. This compares to quarter two of 2016/17, when there were 109 minor applications processed.
37. 285 out of 290 “other” applications were processed within 8 weeks, which represents performance of 98% against the target of 94%. “Other” planning applications refers mainly to residential development by householders. This compares to quarter two of 2016/17, when there were 332 other applications processed.
38. A measure of the quality of planning decisions made is the level of appeals allowed against the refusal of planning permission. Performance in the second quarter was 25% against the target of 33%. The Government has recently carried out consultation on the 2018/19 Local Government Finance Settlement, suggesting that the level of New Homes Bonus received by local authorities could be linked to the quality of planning decisions as measured by the level of appeals.

Validation of planning applications within 5 working days

39. In order to support Development Management in meeting their targets for processing planning applications, the Council aims to validate planning applications within 5 working days of submission in 98% of cases. Performance in the second quarter of 2017/18 was above the target at 99% and relates to 761 applications. This compares to the second quarter of 2016/17 when performance was at 97%, with 784 applications received.

The percentage of Local Authority Searches replied to within 5 working days

40. Performance in the second quarter of 2017/18 was at 99% compared to the target of 96%. This relates to 585 searches. Performance in the second quarter of 2016/17 was 98%, with 649 searches received. The reduction in searches is a reflection of the housing market. The Council's share of the searches market compared with the private sector companies has remained constant.

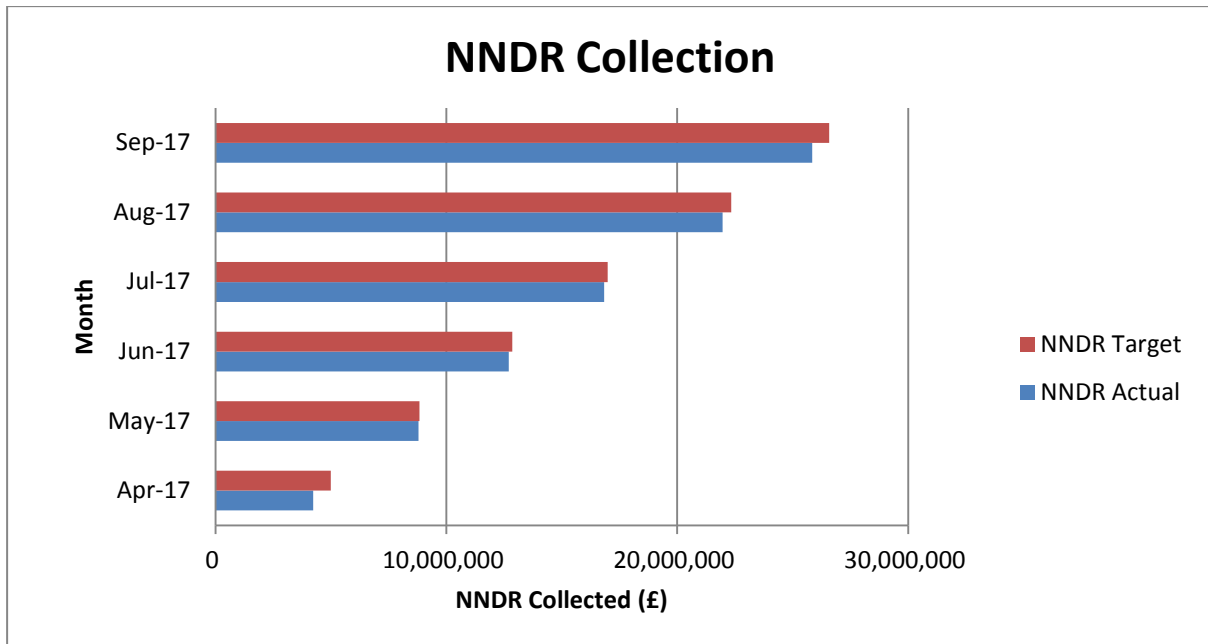
Performance slightly below target (amber)

41. Six of the indicators fell only slightly below (within 10%) their targets in the second quarter of 2017/18. Information about these is set out in this section of the report.

Percentage of Non-Domestic Rates Collected

42. Collection of Non-Domestic Rates (NDR) at the end of the second quarter had reached 56.06% against the target of 57.65%. As reported previously, analysis of our collection procedures shows no obvious reasons for this and NDR collection is down across Sussex and large parts of the country. The amount collected in the second quarter is broadly comparable to the same period last year- £25,847,413 compared to £26,045,778 in the second quarter of 2016/17. There has been a revaluation of business properties for 2017/18 and there is a transitional relief scheme in place to limit the increases in rates that businesses will face. The Council has also introduced its own Local Discretionary Relief Scheme targeted at small and medium sized independent businesses. Further details are included at Appendix B.

Figure 2 below shows monthly collection against targets for the second quarter



Number of e-forms submitted directly by the public

43. Increasingly digitising our services to make them more customer friendly by improving efficiency is another of the Council's flagship activities and this is a measure of the Council's progress with its digital communications. There were 6,999 e-forms submitted directly by the public in the second quarter against the target of 7,374. Further information is included at Appendix B.

Percentage of complaints responded to within published deadlines

44. 98% of complaints were dealt with within the deadline, compared to the target of 100%. Generally the deadline is to acknowledge complaints within 5 working days and deal with them within a further 10 working days. One complaint was dealt with outside of the deadline in August. There were 67 complaints received in the second quarter, compared to 58 in the same period of the previous year. A breakdown of the main services in receipt of complaints in quarter 2 is as follows:

- CenSus Revenues 16
- Waste and Outdoor Services 15
- Landscapes 15
- Benefits 5
- Development Management 4
- Corporate Facilities Management 4
- Legal, Member Services and Elections 2
- Environmental Health 2
- Parking 2

45. The 2016/17 Overview of Complaints Report is being considered by the Scrutiny Committee for Customer Service and Service Delivery at their meeting on 22 November. This provides information about the complaints received by the Council, including those referred to the Local Government Ombudsman.

Percentage of household waste sent for reuse, recycling and composting.

46. The combined dry recycling and green waste figure for quarter 2 was 42.7%, slightly down on the target of 43%. A decrease in the collected tonnage of dry recycling occurred in the quarter and green waste also saw a decrease of 40 tonnes. However, the number of green waste subscribers is still increasing and stands at 17,548. Ongoing work continues to improve the quality and quantity of recycling collected, with a specific focus on communal bins.

The percentage of enquiries relating to enforcements within Parking Services which are dealt with within 10 days

47. This was at 99% for the second quarter compared to the target of 100%, relating to 825 items of correspondence out of 832. There has been an improvement since the first quarter, when performance was at 65% caused by a period of staff vacancies. The number of enquiries dealt with was 832 compared to 861 in the same quarter last year.

Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt

48. Performance in the second quarter of 2017/18 was 93% compared to the target of 96%. This represents 600 out of 644 service requests. Performance in the second quarter of last year was 95%, with 655 out of 687 service requests resolved within 3 months. Additional staff resources have been allocated to environmental health in 2017/18 and there has been an emphasis on ensuring that service requests are responded to within 5 working days referred to in paragraph 25.

Performance not achieving targets (red)

49. There were five performance indicators in the second quarter of 2017/18 that were 10% or more below target.

Speed of processing new Housing Benefit and Council Tax Support claims and Housing Benefit change of circumstances

50. For new Housing Benefit Claims the average speed of processing in quarter two was 21 days compared to the target of 18 days. For Council Tax Support claims the average was 24 days compared to the target of 20 days. The number of claims processed is broadly comparable to the same quarter last year 383 in quarter 2 this year compared to 378 in 2016/17 for new Housing Benefit claims and 406 compared to 420 in quarter 2 last year for new Council Tax Support claims.
51. For Housing Benefit changes of circumstances the average speed of processing was 10 days compared to the target of 7 days. The number of Housing Benefit changes of circumstances processed has increased on the same quarter last year by 5%- 4,244 to 4,465.
52. There are a number of reasons for the Benefits Team missing some of their targets in the second quarter of the year. These are:
- A temporary dip in staff morale following the announcement of the impending end of the Census Partnership, the potential loss of a number of posts and a number of key senior staff changes.
 - Time taken by staff to attend meetings and discuss key changes to prepare for how Mid Sussex District Council takes its Benefits Service forward.
 - The greater emphasis on accuracy of processing rather than throughput to protect Housing Benefit subsidy for the Council.

53. It should be noted that whilst the target for processing Housing Benefit claims has not been met, the Council is still within the latest available national average figure of 22 days for 2016/17. A number of steps are being looked at to improve performance and team morale, including working with the Department of Work and Pensions Performance Development Team, as well as preparing for the roll out in our district of the full service of Universal Credit on 14 March 2018.

Ethnic Minority representation in the workforce

54. The percentage of employees from ethnic minorities was 4.1% at the end of quarter two compared to the target of 5.0%. Performance against this indicator can vary quite substantially on the basis of one or two staff joining or leaving the Council's employment.

The percentage of plans received by Building Control which are checked within 15 working days

55. Performance was at 64% for quarter two of 2017/18 compared to the target of 87%. This relates to 337 plans checked. In the second quarter of 2016/17, performance was 89% with 312 plans checked- an increase of 8%. The higher volume of applications, both full plans and building notices, has contributed to the target not being met and performance in July was affected by staff sickness and leave. There has been a continued emphasis on ensuring that site visits are carried out swiftly to meet customer expectations. Building Control income is 20% up on budgets.

Progress to Flagship Activities for 2017/18

56. Progress with the flagship activities in the second quarter is reported in Appendix B. All of the flagship activities are progressing, although current projections for the number of new affordable homes enabled suggest that the target to enable the provision of 200 new affordable homes will not be achieved by the end of the financial year. This is due to a delay to start on site on a number of the schemes. The speed of delivery of affordable housing is determined by the developer and the market. We expect the shortfall units to be delivered in 2018/19. Please see Appendix B for further information.
57. So far this year, 61 new affordable homes have been delivered, with 41 for rent and the remainder shared ownership. Two of the new units are wheelchair accessible. 49 are in rural parishes with 20 in Lindfield Rural, 15 at Crawley Down, 5 at Pease Pottage, 5 in Hurstpierpoint, 2 in Pyecombe and 2 in Ansty. The remaining 12 are in Burgess Hill. We estimate that a further 44 new affordable homes will be completed in 2017/18.

Conclusions

58. The Council's services continued to perform well in the second Quarter of 2017/18 despite continued high workloads in many services areas. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered. Good progress is also being made with the flagship activities for 2017/18.

Consideration of the Performance Report by the Scrutiny Committee for Leader, Resources and Economic Growth on 8 November 2017

59. The Committee discussed the performance of the Benefits Service in the speed of processing of new applications and changes of circumstances. The Deputy Leader and Cabinet Member for Resources and Economic Growth set out progress with the disaggregation of the Census partnership and the work being undertaken to set up the Council's own Revenues and Benefits service. This offered the opportunity to provide a more resilient service, with a greater emphasis on the accuracy of processing. Improvements to the speed and accuracy of processing would also come from more self-service and digital service delivery. The Head of Corporate Services mentioned new management arrangements for the service including a Revenues and Benefits Transition Manager from Wealden District Council.
60. The Committee commented on the value of the work of the Wellbeing Team to public health and the uncertainty about the future funding of the service from West Sussex County Council. The Cabinet Member for Community agreed that it would be preferable to have a longer term funding agreement with the County Council. He emphasised the value of the preventative work of the service in delivering savings to the NHS from improved physical and mental health.
61. Improvements to the leisure centres were commended and the record numbers of attendances and membership. The Leader highlighted that the District had three quality leisure centres and acknowledged the challenges faced by the Council in delivering leisure services to a growing population. Further investment is planned with proposals for additional improvements to the Dolphin and Triangle centres being considered at the next meeting of Scrutiny Committee for Customer Services.
62. It was confirmed to the Committee that the increased levels of rent collected in the quarter reflected income from the Orchards Shopping Centre. The Cabinet Member for Resources and Economic Growth acknowledged the importance of the Council sustaining a good level of return on its investment. He reported a healthy position with the Centre's current lettings and mentioned plans to review its management arrangements.
63. Progress with the redevelopment of East Grinstead town centre was discussed. It was noted that development was likely to be wider than the former Martell's site in Queens Walk referred to in the report. The Deputy Leader and Cabinet Member for Resources and Economic Growth emphasised that the Council role in the town centre's redevelopment was not as the primary landowner, but in granting appropriate planning applications and providing co-ordination.
64. The Committee was concerned by the references in the report to the recent Government consultation on proposals to link the level of New Homes Bonus to the performance of local authorities in planning appeals. It was confirmed that the Council's response to the consultation had strongly opposed these proposals.

Risk Management Implications

65. There are no risk management implications. Performance across the Council was seen as a strategic risk in the past but the Council has a proven track record in performance management and it is no longer seen as a risk.

Equalities Implications

66. There are no direct equality implications contained within this report. Equality impact assessments are undertaken within each individual service.

Financial Implications

67. There are no direct financial implications contained within this report.

Background papers

None.

Cabinet 20 November 2017

Quarter 2 progress to Flagship Activities 2017/18 under the Council's Priorities

Council Priorities and Flagship Activities	Service Head	Cabinet Member	Monitoring arrangements
Effective and responsive services			
Improving our customer service with more enquiries dealt with at the first point of contact	Simon Hughes	Mandy Thomas-Atkin	New Performance Indicators are being monitored in 2017/18, including % of enquiries resolved at first point of contact and customer satisfaction scores.
<p><u>Progress</u> <i>For the performance indicator percentage of enquiries resolved at first point of contact, performance was up at 91% in the second quarter, well above the target of 75%. This only refers to successful submission of self-service on-line forms. Telephone calls that come into the Customer Services Team and are then dealt with by forwarding onto other parts of the council will form part of this performance indicator. However, this is currently proving difficult to gauge with the Council's current phone system. Work will continue to progress the identification of a new phone supplier so this can be measured.</i></p> <p><i>For the customer satisfaction performance indicator, telephone surveys have been undertaken of a sample of customers who telephoned the customer contact centre to gauge the level of satisfaction. In the second quarter, feedback from those surveyed was 96% positive. Methods of sampling a larger customer base are being investigated by our Digital Team and this will include feedback on written interactions with the Customer Services Team. A more robust survey of telephone interactions with the Customer Services Team will be included as part of any future phone system as mentioned above.</i></p>			
Increasingly digitising our services to make them more customer friendly by improving efficiency	Simon Hughes	Mandy Thomas-Atkin	New Performance Indicators are being monitored for 2017/18, such as the number of e-forms submitted directly by the public.
<p><u>Progress</u> <i>The number of e-forms submitted directly by the public in the first quarter was 6,999, which was slightly below the target of 7,374.</i></p> <p><i>Improved procedures have been introduced in the Customer Services Centre for dealing with requests for service from Building Control. This no longer requires the Customer Contact team to complete an e-form, with service requests now able to be loaded direct into the Salesforce Customer Relation Management System. The overall effect is a time saving in the Customer Services Centre freeing up individuals to field more customer calls.</i></p> <p><i>This new process is ahead of schedule and moves the Customer Services Centre closer to full digitisation. More services will follow this same process in the future meaning the number of e-forms submitted is likely to drop further. We will therefore need to review this particular performance indicator as a measure of digital service delivery.</i></p>			

Sustainable economic growth			
Progressing the Town Centre redevelopment at Burgess Hill	Peter Stuart	Jonathan Ash-Edwards	Written report on progress.
<p><u>Progress</u> <i>All pre-commencement planning conditions relating to the Gas Holder site in Leylands Road, Burgess Hill have now been discharged and demolition of the Gas Holder is well underway. A s73 application is under consideration for a change in design of the Lidl store (moving to a single storey building with a slightly smaller footprint – though still a larger shopping area than the current store).</i></p> <p><i>Progress continues to be made in the town centre in relation to the temporary site for the library and the new Iceland premises. New River have sought formal agreement to undertake early works ahead of the new lease becoming active. Formal notice was issued to Places for People in July in relation to the Martlets Hall and we are in the process of agreeing a closure date. The target completion date for the town centre remains 2020-21.</i></p>			
Redevelopment of the station quarter at Haywards Heath including the opening of the new Waitrose store and also work on East Grinstead Town Centre	Peter Stuart	Jonathan Ash-Edwards	Written report on progress.
<p><u>Progress</u> <i>Adjacent to the Station Quarter at Haywards Heath, planning permission has been granted for the former Perrymount House, Perrymount Road to be a 78 bed Premier Inn hotel and associated restaurant. The project is due to start in November, with completion in December 2018.</i></p> <p><i>Work to demolish the former Martell's site in Queens Walk, East Grinstead has commenced. The site will be redeveloped to provide 129 homes, 1,624 square metres of retail space and a new car park.</i></p>			
Working towards the provision of new business parks at Burgess Hill	Judy Holmes	Jonathan Ash-Edwards	Written report on progress.
<p><u>Progress</u> <i>The overarching Design Framework for the Hub has been approved and planning permission has been granted for the first reserved matters application which is for a B8 warehouse and logistics operation. It is hoped that work on site will start by winter this year.</i></p> <p><i>The Council has provided comments on an updated Masterplan for the Northern Arc and is commissioning expert consultants to review costs and viability of the Northern Arc proposals. The Council continues to work closely with the Developers regarding the first planning applications for development which will include the employment space.</i></p>			

Providing Economic Development Grants to support business	Judy Holmes	Jonathan Ash-Edwards	Written report on progress, including updates on awards under the Micro-Business Grants Scheme through the Cabinet Grants Panel.
<p><u>Progress</u> <i>The inaugural micro-business grant scheme committed all £83,000 available, supporting 48 businesses. West Sussex Chief Executives have agreed to using the business rates pool to support a second programme and West Sussex Leaders will be taking a final decision on the 8th November.</i></p> <p><i>Cabinet has agreed a Local Discretionary Business Rates Relief Scheme to allocate central government funding of £379,000 this year to businesses adversely affected by the revaluation of business premises. This will award relief to small and medium sized independent businesses in Mid Sussex facing an increase of £300 or more in their bill, with some 450 businesses benefitting from the cancelling out of 52% of their bill increases for 2017/18.</i></p>			
Production of a new Economic Development Strategy	Judy Holmes	Jonathan Ash-Edwards	Written report on progress with developing a new strategy. The new Economic Development Strategy will be considered by the Scrutiny Committee on 30 January 2018. There may be new Performance Indicators coming out of the Strategy.
<p><u>Progress</u> <i>The Economic Development Member Working Group met on 10th October to consider a detailed list of actions to be taken forward through the Economic Development Strategy. Although good progress has been made on the Strategy, it was felt that additional time was required to ensure the best possible end product and officers agreed with the Chair of the Working Group to submit the draft to this Scrutiny Committee on 30th January.</i></p>			

Strong and resilient communities			
Continue to support our community through grants to local organisations	Peter Stuart	Norman Webster	Written report on progress from Community Leisure Officer, including Cabinet Grants Panel awards..
<p><u>Progress</u> <i>The Cabinet Grants Panel met in April, June and August to consider Corporate Grants and there are two further Cabinet Grants Panel meetings scheduled in October 2017 and March 2018.</i></p> <p><i>During the current financial year we have invested £364,489 in voluntary and community groups in the District through ten Community & Economic Development Grants (£30,474) for equipment and activities, six Facility Grants (£100,021) for capital projects, eleven Small Grants for Silver Sunday Events (£2,750) and five Partnership Agreements (£231,244) to key voluntary sector partners which were awarded to Age UK West Sussex, Age UK East Grinstead, Horsham and Mid Sussex Voluntary Action, Action in Rural Sussex and Citizens Advice.</i></p> <p><i>Grants were awarded to Town and Parish Councils, sports clubs, charities and voluntary organisations for a diverse range of projects which benefit the wider community. These include a</i></p>			

green gym project, military history events, counselling services, community arts projects, family activities, building and facilities improvements. The Silver Sunday Events, to celebrate the contributions of older people, were organised by community groups across the District, throughout October.

Ensure that the “Think Family” community initiatives are delivered and supported	Peter Stuart	Norman Webster	Written update from Partnerships Manager.
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Progress
The Second meeting of the Strategic Joint Action Group (SJAG) in its new form is on the 14 December. The focus for the rest of this financial year will be to support the projects currently running, funded from the previous year, develop the Strategic Intelligence Assessment and to develop the Targeted Intervention Project. This supports families with the most needs, with services supplied by the voluntary sector. These projects include:

- *Story bag literacy project – Bentswood Community Partnership. The project uses volunteers to sew story bags and create activity ideas cards to encourage reading and promote confidence in using books.*
- *Crawley Town Kicks – Crawley Town Football Club coaches have set up a weekly football session running at Mount Noddy Recreation Park, East Grinstead. They have now received funding from the Premier League and delivered an age appropriate health and nutrition workshop for participants. 4 young people have completed a Sports Leader Playmaker award.*
- *Freedom Programme and Recovery Tool Kit – Safe In Sussex – Safe in Sussex are delivering three cycles of the Freedom Programme, a twelve week course, supporting women experiencing domestic abuse,*
- *Copes Family Outreach – Action in rural Sussex. The project aims to equip families with the necessary skills to improve emotional well-being, family functioning and parenting and works with students and their parents or carers from the Burgess Hill Academy.*
- *Sparkle – Hope (anxiety and mental health project for women) - A Sparkle group offers a regular contact point to build and maintain relationships of trust and friendship and supports mothers who are feeling isolated.*
- *Mental Health Awareness – Bentswood Community Partnership –The project aims to provide a “coping toolbox” to help people improve their mental wellbeing.*
- *Volunteer Training - Bentswood Community Partnership. The project seeks to build capacity in the community through providing volunteer training courses in: fundraising; diversity; health and safety; asset based community development; project planning; and trustee training.*

The Early Intervention Project continues throughout this financial year funded by the Police and Crime Commissioner’s (PCC) Office. The PCC is currently reviewing the funding provided to Districts and Boroughs and the Council awaits the findings of this review.

The Council’s Early Intervention Officer is currently working with eleven families.

Providing an effective Wellbeing Service that helps residents to make healthy lifestyle choices.	Peter Stuart	Norman Webster	Existing PIs- Number of health and wellbeing interventions delivered and proportion of health and wellbeing interventions resulting in health improvements.
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Progress
The Wellbeing Team delivered 433 interventions in the second quarter. 89% of those surveyed who provided feedback on the service reported a health improvement. The most common reasons for contacting the Wellbeing Service continue to be around healthy weight and being more active. Specific projects implemented in the quarter have included:

Weight off Workshops

Six Adult Weight of Workshops groups started in September and October at venues including Burgess Hill, Haywards Heath, East Grinstead and Balcombe.

Health and Wellbeing Network

A meeting of the Health and Wellbeing Network was held on 4th October. This is a Forum of health related community groups, charities and statutory services. The meeting focussed on Support to Access Community Services, including speakers on Community Transport Sussex, West Sussex Occupational Therapy and the CAB Financial Support Service.

Health Event East Grinstead

The Wellbeing Service organised an East Grinstead Health and Wellbeing Event at Chequer Mead Hall on 20th October providing older residents with information and advice on staying fit and well in later life. The event was provided in partnership by Mid Sussex Wellbeing, East Grinstead Town Council, Local Patient Participation Groups (PPGs) and the NHS and featured:

- A free Wellbeing MOT
- The exploration of mindfulness with a free relax and breathe session
- The opportunity to take part in our free activity classes including Zumba, Tai Chi & Well-balanced
- A free 30 minute NHS Health Check
- Information about local groups and activities in East Grinstead.

Pre-Diabetes

The service runs half day Pre-diabetes courses which have been booked out in advance for the next 3 months (4 booked). The majority of the referrals have been via GP practices. Two extra courses have been commissioned to run before the start of the New Year to cope with demand.

Enable the provision of 200 new affordable homes

Judy Holmes

Andrew MacNaughton

Existing PI- Number of new affordable homes delivered.

Progress

61 new affordable homes have been delivered to date this year. As reported previously, the number of units expected to be completed during 2017/18 currently falls well short of the 200 target. This is due to a delay to start on site on a number of the schemes. We are working closely with affordable housing providers to improve delivery rates, including exploring using the Council's own land to promote affordable housing. We expect the shortfall units to be completed in 2018/19.

Supporting communities with new facilities and playgrounds, such as Ansty recreations ground, Hickmans Lane, Lindfield and Finches Field, Pease Pottage

Peter Stuart

Jonathan Ash-Edwards

Written report on progress with the capital programme and S106 contributions.

Progress

The Council has awarded Facility Grants of £144,440 in total to Ansty Village Hall and the Ansty Village Hall Centre Trust toward the cost of rebuilding the village hall, sports and social facilities at Ansty Recreation Ground. The total project cost is estimated at approximately £1m (plus car park and landscaping works) and the partner organisations are currently fundraising to deliver the project which has planning approval (DM/16/4609). The Council will grant them an agreement for lease pursuant to a lease agreement to allow them to build on the recreation ground and extend the car park.

Slaugham Parish Council has been awarded a Facility Grant of £666,434 in total to construct a new community hall, sports changing facilities, ancillary access road and car park at Finches Field, Pease Pottage. The Parish Council has appointed a contractor to carry out the building work and the Council has signed a Development and Lease agreement to enable them to carry out the work, due to be completed in June 2018. A revised planning application has been submitted.

Funding has been agreed with Lewes District Council for improvements to the play facilities at World's End Recreation Ground, Burgess Hill and consultation was completed over the summer. The next stage is design and procurement, with the project due for completion in the winter of 2017/18.

Options are being explored for the delivery of renewable energy improvements to the Council's pavilions in order to improve their sustainability and reduce energy costs.

Financial independence

The delivery of improvements to the leisure centres	Judy Holmes	Gary Marsh	Existing PI - The number of visits made to the Leisure Centres and Civic Halls. Written report on progress to the plan for implementation of leisure centre improvements.
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Progress

More than one thousand new lockers have been installed in the swimming pool and dry side changing rooms at The Triangle and Dolphin Leisure Centres.

LED lighting has been introduced in the sports halls, squash courts and swimming pools at all three Centres to improve the lighting levels and reduce energy consumption.

A new larger gym at the Triangle opened towards the end of February. A temporary café was created in the old gym area to allow a new reception and café area to be created. The new reception and Costa café became fully operational in early October at which point work commenced on building the Clip n Climb facility in the area previously occupied by the old reception. The temporary café area is now being converted into a large exercise studio to cater for the ever increasing demand for classes.

Work commenced on refurbishing the members changing rooms and providing a new spa pool, steam room and sauna at The Dolphin in late September with a completion date of mid-November.

The final projects within the present programme are the refurbishment of The Triangle member's changing rooms and the Kings Centre reception area toilets.

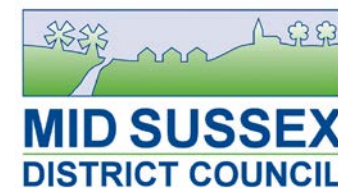
All of the improvement works are planned to be completed by the end of December this year.

A report will be presented to Scrutiny Committee for Customer Services and Service Delivery on 22nd November recommending further improvement to the Dolphin and Triangle centres.

Attendance figures for the Centres and Halls continue to be above target with 938,371 visits from April- September 2017 inclusive against the target set of 857,932. In September membership levels reached their highest ever level of 12,983 with both The Triangle and Kings recording their highest ever numbers.

Extension of the green waste service to a further 2,000 users	Judy Holmes	Gary Marsh	New Performance Indicator for monitoring - number of green waste service subscriptions.
<p><u>Progress</u> <i>There were 17,548 subscriptions to the green waste service at 30th September 2017. There is an ongoing marketing campaign in place to expand the customer base further and the average growth is now around 48 new subscriptions per week, which means the project remains on target to deliver a total of 18,200 subscriptions by the end of 2017/18.</i></p>			
Making best use of our land and commercial property holdings	Peter Stuart	Jonathan Ash-Edwards	Existing PIs the percentage of rental income collected and rate of return. Written report on progress.
<p><u>Progress</u> <i>100% of the rent due on the Council's commercial property was collected in the second quarter of the financial year, which amounted to £595,643.</i></p> <p><i>The Council has acquired the long leasehold interest of Flat 23 St Wilfrid's Way at The Orchards. The purchase will enhance the Council's capital share of the Orchards and generate additional rental income.</i></p> <p><i>Opportunities are being explored for the appropriate disposal of surplus land and buildings to generate capital receipts. Also to exploit opportunities to provide affordable housing on Council land through schemes at beyond the 30% affordable housing requirement.</i></p>			

Quarter 2 2017-18 Performance Report to Cabinet



PI Status	
	OK – on target
	Warning –slightly off target (up to 10%)
	Alert – off target (10% or more)
	Data Only







Deputy Leader and Resources and Economic Growth Portfolio

Finance



Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Percentage of undisputed invoices paid within 10 days of receipt <i>There were 1,255 invoices paid in the quarter</i>	98.92%	95.00%	97.85%	95.00%	98.67%	95.00%	96.61%	95.00%		97.56%	95.00%	

Revenues and Benefits



Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Speed of processing - new Housing Benefit claims <i>383 new claims processed in quarter 2</i>	19	18	22	18	22	18	21	18		21	18	

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Speed of processing - new Council Tax Support claims <i>406 new claims processed in quarter 2</i>	23	20	23	20	26	20	23	20		24	20	
Speed of processing - changes of circumstances for Housing Benefit claims <i>4,465 changes in details processed in the quarter</i>	9	7	11	7	12	7	12	7		10	7	
Speed of processing - changes of circumstances for Council Tax Support claims <i>3,798 changes in details processed in the quarter</i>	09	10	10	10	10	10	11	10		09	10	
Percentage of Council Tax collected <i>£56,441,263 collected in quarter 2</i>	39.19%	39.20%	48.42%	48.30%	57.70%	57.70%	30.00%	29.90%		57.70%	57.70%	
Percentage of Non-domestic Rates Collected <i>£25,847,413 collected in quarter 2</i>	36.48%	36.83%	47.63%	48.45%	56.06%	57.65%	27.81%	28.14%		56.06%	57.65%	

Economic Development




Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Non Domestic Rates (this is the net collectable figure after rates and exemptions have been applied)	£45.28m		£45.26m		£45.33m		Not measured quarterly			Not measured quarterly		

Property and Asset Maintenance

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The percentage of rent due collected <i>The amount of rent collected in the quarter was £595,643</i>	100%	97%	99%	97%	99%	97%	99%	97%		99%	97%	

Customer Services Portfolio

Customer Services and Communications

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Number of Complaints received	24		28		15		65			67		
Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard. <i>The number of calls answered in the quarter was 22, 261</i>	23	30	22	30	20	30	30	30		22	30	
Percentage of enquiries resolved at point of Contact	90%	75%	92%	75%	90%	75%	76%	75%		91%	75%	
Number of Compliments received	33		16		22		78			71		
Number of e-forms submitted directly by the public	2587	2458	2382	2458	2030	2458	7912	7374		6999	7374	



Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Monthly customer satisfaction scores	100%	80%	100%	80%	87%	80%	100%	80%		96%	80%	
Percentage of complaints responded to within published deadlines	100%	100%	96%	100%	100%	100%	96%	100%		98%	100%	

Human Resources









Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Staff sickness absence rate (Cumulative)	2.21	2.60	2.69	3.20	3.33	3.80	1.59	1.95		3.33	3.80	
Staff turnover	0.91%	1.25%	0.93%	1.25%	1.88%	1.25%	2.52%	3.75%		6.35%	7.5%	
Ethnic Minority representation in the workforce - employees	4.6%	5.0%	4.7%	5.0%	4.1%	5.0%	4.6%	5.0%		4.1%	5.0%	
Percentage of Employees with a Disability	5.0%	4.0%	5.0%	4.0%	5.0%	4.0%	4.9%	4.0%		5.0%	4.0%	

ICT

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The percentage of ICT help desk service requests completed within the target time agreed with the customer <i>1,537 service requests received in the 2nd quarter</i>	99%	87%	89%	87%	96%	87%	96%	87%		95%	87%	

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Percentage of ICT helpdesk calls outstanding	10%	20%	9%	20%	3%	20%	15%	20%		7%	20%	

Legal and Member Services

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18			
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18			
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status	
The percentage of agendas which are published on the website 5 days before a meeting	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	
Number of legal cases which are live as at the end of each month	269		260		281		255			281			
Number of legal cases opened each month	44		31		34		75			109			
Number of legal cases closed each month	30		27		13		82			70			

Service Delivery Portfolio

Landscapes


Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Adherence to the agreed work plan for all regular scheduled grounds maintenance work in the District	Not measured monthly						95%	95%		95%	95%	

Leisure Operations

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The number of visits made to the Leisure Centres and Civic Halls	159,913	151,263	158,646	133,921	139,611	136,277	480,201	436,471		458,170	421,461	

Waste and Outdoor Services

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Amount of waste per household which is disposed of in landfill sites (kilos)	35.43	39	37.92	39	35.74	39	108.24	117		109.09	117	
Percentage of household waste sent for reuse, recycling and composting	42.21%	43%	43.14%	43%	42.64%	43%	43.76%	43%		42.70%	43%	





Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Dry recycling rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	25.99%		26.33%		24.75%		26.63%			24.92%		
Composting rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	16.23%		16.44%		17.9%		17.13%			17.65%		
Number of subscriptions to green waste composting	17,241		17,319		17,548		Not measured quarterly			Not measured quarterly		

Parking Services











Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The percentage of enquiries relating to enforcements within Parking Services which are dealt with within 10 days. <i>There were 832 correspondence items received in quarter 2</i>	99%	100%	99%	100%	99%	100%	65%	100%		99%	100%	
The percentage of car park machines repaired within 2 days (there are 55 parking machines in the District)	100%	97%	100%	97%	100%	97%	99%	97%		100%	97%	
Cancellation rate of Penalty Charge Notices	9%	9%	8%	9%	8%	9%	9%	9%		8%	9%	

Community Portfolio

Environmental Health









Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt <i>644 service requests received in quarter 2</i>	88%	96%	95%	96%	94%	96%	91%	96%		93%	96%	
Percentage of Environmental Health service requests responded to within five working days <i>1,153 service requests received in quarter 2</i>	99%	97%	99%	97%	99%	97%	97%	97%		99%	97%	

Performance and Partnerships





Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The number of newly opened anti-social behaviour cases	5		6		6		11			17		
Overall Crime Rate per 1000 population	03.98		03.51		3.56		11.33			11.05		
Number of health and wellbeing interventions.	131	117	112	117	190	117	505	350		433	350	
Proportion of health and wellbeing interventions resulting in health improvement	90%	75%	83%	75%	89%	75%	93%	75%		89%	75%	
The current number of families worked with by the Early Intervention Family Project	12		12		11		Not measured quarterly			Not measured quarterly		

Housing and Planning Portfolio

Housing

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Number of households assisted to access the private rented sector	4	7	11	7	6	7	28	21		21	21	
Number of households accepted as homeless	04	05	02	05	01	05	08	15		07	15	
Number of households living in temporary accommodation	55	65	52	65	53	65	47	65		53	65	
The average time that households are spending in temporary accommodation (weeks)	35		34		29		38			33		


Building Control

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The percentage of plans received by Building Control which are checked within 15 working days <i>337 plans checked in quarter 2</i>	47%	87%	67%	87%	78%	87%	75%	87%		64%	87%	
Building Control Site inspections carried out within 24 hours of date requested <i>1,988 site inspections checked in quarter 2</i>	98%	98%	98%	98%	98%	98%	98%	98%		98%	98%	

Development Management

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18			
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18			
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status	
Validation of planning applications within 5 working days <i>761 applications validated in quarter 2</i>	98%	98%	99%	98%	99%	98%	98%	98%	98%		99%	98%	
Costs awarded against the Council where the decision is overturned at Planning appeal	£00		£00		£00		£00			£00			
Processing of planning applications: Major applications <i>13 applications processed in quarter 2</i>	100%	79%	50%	79%	100%	79%	100%	79%		92%	79%		
Processing of planning applications: Minor applications <i>136 applications processed in quarter 2</i>	98%	84%	100%	84%	97%	84%	96%	84%		99%	84%		
Processing of planning applications: Other applications <i>238 applications processed in quarter 2</i>	99%	94%	97%	94%	98%	94%	99%	94%		98%	94%		
Planning appeals allowed	27%	33%	28%	33%	27%	33%	29%	33%		25%	33%		

Land Charges

Performance Indicator name	Monthly data						Q1 2017-18			Q2 2017-18		
	Jul 2017		Aug 2017		Sep 2017		Q1 2017/18			Q2 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The percentage of Local Authority Searches replied to within 5 working days <i>585 searches received in quarter 2</i>	99%	96%	98%	96%	100%	96%	97%	96%		99%	96%	