

5 September 2017.

Dear Councillor,

A meeting of the **SCRUTINY COMMITTEE FOR LEADER, RESOURCES AND ECONOMIC GROWTH** will be held in the **Council Chamber** at these offices on **WEDNESDAY, 13th SEPTEMBER 2017 at 7.00 p.m.**, when your attendance is requested.

Yours sincerely,

KATHRYN HALL

Chief Executive.

A G E N D A

	Pages
1. To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc.	
2. To receive apologies for absence.	
3. To receive Declaration of Interests from Members in respect of any matter on the Agenda.	
4. To confirm the Minutes of the meeting of the Committee held on 13th June 2017.	3 - 8
5. To consider any items that the Chairman agrees to take as urgent business.	
6. Performance Monitoring for the First Quarter of 2017/18.	9 - 36
7. Scrutiny Committee for Leader, Resources and Economic Growth Work Programme 2017/18.	37 - 38
8. Questions pursuant to Council Procedure Rule 10 due notice of which has been given.	

To: **Members of the Scrutiny Committee for the Leader and Service Delivery** - Councillors: E. Belsey, M. Belsey, J. Belsey, Cherry, Clarke, De Mierre, Dorey, Andrew Lea, Llewellyn-Burke, Marples, Mockford, Rawlinson, Reed and Stockwell.

Working together for a better Mid Sussex



**Minutes of the meeting of the Scrutiny Committee for Leader,
Resources and Economic Growth on 13 June 2017
from 7:00 p.m. to 8:39 p.m.**

Present:

Edward Belsey
Margaret Belsey*
John Belsey*
Richard Cherry
Rod Clarke

Ruth de Mierre
Tony Dorey
Andrew Lea
Judy Llewellyn-Burke
Bob Mainstone

Gordon Marples*
Norman Mockford
Geoff Rawlinson*
Peter Reed
Linda Stockwell

* Absent

Also present (as nominated substitute):

Also present: Councillors Neville Walker, Jonathan Ash-Edwards and Garry Wall.

1. SUBSTITUTES AT MEETINGS OF COMMITTEE – COUNCIL PROCEDURE RULE 4

Councillor Anne Jones was substituting for Councillor Geoff Rawlinson.
Councillor Barrett-Miles was substituting for Councillor Margaret Belsey and Councillor Phillip Coote for Councillor Gordon Marples.

2. APOLOGIES

Apologies were received from Councillors Margaret Belsey, John Belsey, Gordon Marples and Geoff Rawlinson.

3. DECLARATIONS OF INTEREST

None.

4. MINUTES

The minutes of the meeting held on 28th February 2017 were agreed as a correct record and signed by the Chairman after an update had been received in relation to the recycling figures and tenancy negotiator.

The Tabled Minutes of 10th May Annual Scrutiny Committee for Leader, Resources and Economic Growth were agreed as a correct record and signed by the Chairman.

5. URGENT BUSINESS

None.

6. PERFORMANCE OUTTURN 2016/17

Peter Stuart, Head of Corporate Resources, introduced the Report and stated that the direction of travel is encouraging. He drew attention to Flagship Activities which are being set out for the first time. He further informed Members that the September meeting will include the use of the new Key Performance Indicators.

A Member agreed that the direction of travel is encouraging. He asked for more detail on the "Make a Difference Award" which had been introduced. In relation to the increased level of planning applications being received he asked if headcount had increased. He also wished to congratulate the Customer Service team on their success in reducing the call waiting times to 20 seconds.

The Head of Corporate Resources confirmed that in relation the "Make a Difference Award" an Amazon Gift Voucher for £25 is presented usually by the Cabinet Member responsible for the work stream and by the Cabinet Member for Customer Services.

The Leader was encouraged that staff are being recognised for their work.

Sally Blomfield, Divisional Leader for Planning and Economy, stated that the headcount of the planning team had not been increased; however, staffing levels are being reviewed currently. The whole team had worked hard to achieve this performance.

A Member welcomed that staff are being recognised for their good work. She further noted the pressures on temporary accommodation and welcomed the review of staffing in Housing Services to meet these challenges. In relation to "Think Family" she was concerned that there are a number of families that are not getting the help they need and that she would like to see the Council do more.

A further Member welcomed the improvement across the board; however, he noted that against staff turnover performance was below target. He further noted the speed of Council Tax processing. On a final point he was concerned that the move to self-service modules may lead to an increase in fraud.

The Deputy Leader and Cabinet Member for Resources and Economic Growth stated that there are challenges around the error rate when processing is sped up, it was important to ensure that work was completed accurately. He further advised that change of circumstances cases were being prioritised. In relation to self-service he was not aware of any evidence of fraud, but it has helped in reducing errors at those authorities that have implemented it.

The Head of Corporate Resources confirmed that staff are appointed on merit and staff turnover could be attributed to increased economic activity.

A Member noted that crime rates appeared to be rising and he wondered if there was a correlation with a reduction in police officers.

The Leader stated that this came under the Cabinet Member for Community's portfolio; however the Council is aware of increased activity. It is important to be cautious in speculating but the matter is taken seriously and it was important to encourage proper reporting and logging of incidents.

The Member accepted that a correlation may be a moot point; however, it would be interesting to establish if there is a correlation.

A Member noted the direction of travel and was particularly pleased to note the performance of the leisure centres. He noted that in relation to staff turnover opportunities for promotion were considered to be limited.

A Member stated that there used to be a police officer for each village, however, now there was rarely even a PCSO. He had recently been informed that on one Saturday

night there was 2 police officers covering Haywards Heath to Crawley Down and that the police are now reactive. He had concerns in relation to Anti-Social Behaviour and also how the police service would cope with a major incident. He asked that this was raised with the Police and Crime Commissioner.

The Chairman noted that police matters were better placed to be dealt with by the Scrutiny Committee for Community, Housing and Planning.

The Member agreed that he would like that Scrutiny Committee to consider this topic.

A Member asked how the staff sickness rate compares to other authorities.

Neal Barton, Policy and Performance Manager, noted that comparisons used to be made but currently are not. As such he would get back to the committee with a response in due course.

Another Member was concerned with the increase in Anti-Social Behaviour which affects communities and she wondered if more needed to be done in relation to youth work.

The Head of Corporate Resources stated there may be scope to in relation to youth facilities and this is something that can be consider by the Scrutiny Committee for Community, Housing and Planning.

The Leader recommended that the Scrutiny Committee for Community, Housing and Planning looked in more detail in relation to Anti-Social Behaviour and youth facilities. He noted that Members are aware of the police model and that there had been some success in policing. He further suggested that Members were the eyes and ears of the community. In relation to major incidents he advised that the Council are in constant contact with the police and relevant agencies.

A Member noted that Health and Wellbeing and Youth Services are funded by West Sussex County Council and he asked if provision could be increased with Mid Sussex resources.

The Deputy Leader and Cabinet Member for Resources and Economic Growth confirmed that there is a willingness to invest on a case by case basis; he would urge caution, however, not to underwrite other public services.

A Member stated that he was concerned that the recent spike in anti-social behaviour could become a trend.

Another Member asked if there are other ways the Council can be proactive in supporting business other than just paying invoices quickly.

A further Member asked if the Council is working to deliver new business parks across the District.

Sally Blomfield, Divisional Leader for Planning and Economy confirmed that the Council is working District wide to support the economy.

The Chair noted that she often hears that premises are not large enough and asked if this is being taken into account.

The Assistant Chief Executive, Judy Holmes, confirmed that this is being addressed in the Economic Refresh.

The Chairman moved to the recommendations which were agreed unanimously.

RESOLVED

- (i) To note the Council's performance throughout the year and identify any areas where it requires further reporting or information;
- (ii) Advise the Cabinet of any issues that it advises should be given particular consideration when it considers the report at its meeting on 10 July 2017; and
- (iii) Note monitoring arrangements and progress with the Council's flagship activities for 2017/18.

7. CAPITAL PROGRAMME MONITORING

Peter Stuart, Head of Corporate Resources introduced the Report and as no Members wished to speak the Chairman moved to the Recommendations which were agreed unanimously.

RESOLVED

To note the Report and its contents.

8. UPDATE ON THE ECONOMIC DEVELOPMENT STRATEGY REFRESH

Sally Blomfield, Divisional Leader for Planning and economy introduced the Report by stating that the Member Working Group has been leading on this work and that two stakeholder workshops have taken place. The evidence base now needs to be finalised and the next steps set out.

A Member noted that a lot of the businesses invited to the workshop are large business and that she would like smaller businesses to also be included. She also noted that property rents had been increasing and this impacted on small businesses in particular. A further area of concern is in relation to the loss of employment land for example with the conversion into housing.

Sally Blomfield confirmed that the Council has also been meeting with small businesses and that Gordon Reay the Business Liaison Officer meets with a number of them regularly. In relation to office to residential conversions this is something outside of the control of the Local Planning Authority, there may be scope, however, to look to introduce an Article 4 Direction.

Another Member asked that Capital be included under the theme of Premises and Secondary and Tertiary Education under the theme of People. He further wanted to see designated areas in each of the three towns for businesses to locate.

The Deputy Leader and Cabinet Member for Resources and Economic Growth stated that this is very much an area of work in progress but that it was also important to be disciplined in what actions are taken. A lot has already been achieved around capital for example the Basepoint Centre, the buying back of long leases and there may be opportunities for modernising existing stock and making better use of the Council's land assets.

A Member asked about Central Sussex College and also asked if the Open 4 Business Event is successful.

The Deputy Leader stated that in relation to the college things remain uncertain at this time.

The Divisional Leader for Planning and Economy confirmed that the Mid Sussex hosted Open 4 Business event is successful and well regarded in addition the Council has been supporting local business through Economic Development Grants.

A Member welcomed the approach which is based on evidence. He further informed Members that the Burgess Hill Neighbourhood Plan does in fact encourage conversion from employment to residential in suitable areas for example along Victoria Road.

A further Member asked if it was possible to keep overheads low and reduce risk by partnership working with the private sector.

The Deputy Leader agreed that the Council has done this previously for example with Basepoint.

A Member stated that a number of Neighbourhood Plans contained sections on economic development and he asked if these would need to be refreshed.

The Assistant Chief Executive confirmed that account has been taken of Neighbourhood Plans and also of the Local Enterprise Partnership as there is no desire to duplicate unnecessarily. She reiterated that there was no intention of undercutting Neighbourhood Plans.

A Member was concerned that the Council should look at what is desirable for businesses and housing and she asked if Neighbourhood Plans could be refreshed.

The Assistant Chief Executive confirmed that Neighbourhood Plan groups can review their Neighbourhood Plans and the review options would need to be looked at as there may be possible changes to the system.

A Member asked what else can be done to support business and that he would also like to see some analysis of shutdowns and the reasons why.

The Deputy Leader and Cabinet Member for Resources and Economic Growth stated that the business survival rate in Mid Sussex is relatively good. The Council needed to listen to the business community and make it easy for the private sector to work with the Council. There is also scope through the planning system to support business growth.

The Divisional Leader for Planning and Economy stated that the Business Survival Rate for Businesses in the first five years in Mid Sussex is 43.5% which is higher than the national average.

The Vice Chairman stated that an Economic Strategy is important and that businesses want and need security. She did note that Leisure, Tourism and retail appeared to be missing from the strategy.

The Leader stated that this work is based on a strong structure and as these are challenging times it was very important to have an economic strategy. Until relatively recently there was no capacity for the Council to make investments. He further acknowledged that engaging with business can be difficult at times but it was important that economic growth takes place and tourism and retail is integral to that. Grants are made to support local businesses and are as a direct result of the Council engaging with business. It was important to acknowledge that for Mid Sussex to be successful the region needs to be successful and that the M23 corridor is potentially the largest growth corridor in the region.

As there were no further questions from Members the Chairman moved to the recommendations which were agreed unanimously.

RESOLVED

- 1) To Note progress made to date in refreshing the Economic Development Strategy
- 2) Provide comments on the draft vision and priority themes set out in Annex D; and
- 3) Note the next steps detailed in paragraph 11 of the Report.

9. SCRUTINY COMMITTEE FOR LEADER, RESOURCES AND ECONOMIC GROWTH WORK PROGRAMME 2017/18

Tom Clark, Head of Regulatory Services introduced the Report and it was confirmed that the Work Programme will include a Commercial Property Update in November.

The Assistant Chief Executive confirmed that an action plan on the Economic Strategy can come to the meeting on a quarterly basis.

RESOLVED

To agree to the work Programme plus the inclusion of a Commercial Property Update in November and Economic Strategy Action Plan quarterly.

Chairman.

6. PERFORMANCE MONITORING FOR THE FIRST 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: Scrutiny Committee for Leader, Resources and Economic Growth
13 September 2017

Purpose of Report

1. This report provides Members with information about the Council's performance for the first quarter from April to June 2017. It uses the new bundle of performance indicators previously agreed by this Committee 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 first 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 Committee is recommended to:**
 - (i) **Note the Council's performance and progress with flagship activities in the first quarter of the year and identify any areas where further reporting or information is required;**
 - (ii) **Advise the Cabinet of any issues that the Committee considers should be given particular consideration at the Cabinet meeting on 16 October.**
-

Introduction





4. 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.
5. 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.
6. Performance information for the first 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

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

Overall Performance

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

Quarter 1	 Green	 Amber	 Red	 Health check	Total
2017/18	32 (76%)	4 (10%)	6 (14%)	14	56
2016/17	29 (74%)	7 (18%)	3 (8%)	10	49

9. 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.

10. Appendix A shows the new bundle of performance indicators agreed by the Committee for 2017/18 and includes the following new indicators:

- Monthly customer satisfaction scores
- Percentage of enquiries resolved at point of contact
- Average time for answering all calls to the contact centre
- Number of compliments received
- Number of e-forms submitted directly by the public
- Number of households assisted to access the private rented sector. This is a measure of the Council's homelessness prevention activity.
- The average time that households are spending in temporary accommodation.
- Cancellation rate of Penalty Charge Notices. This is a measure of Parking Services' performance for on-street parking in relation to the Service Level Agreement with West Sussex County Council.
- Percentage of planning appeals allowed.
- The number of subscriptions to the green waste service.

Performance meeting or exceeding targets (green)

11. Of the 39 indicators with targets, 32 met or exceeded their target. This has been achieved despite increased volumes of work in key areas. 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 first quarter of 2017/18 was 96.6% compared to the target of 95%. This relates to 1,281 out of the 1,326 invoices received paid within 10 days or receipt. Performance in the same quarter of last year was 98.4% out of the 1,369 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.

Percentage of Council Tax collected

13. Council Tax collection was at 30% in the first quarter and above the target of 29.90%, with £29,331,816 collected. This compares to the first quarter of 2016/17 when the collection rate was 30.1% and £27,825,686 collected. In cash terms the amount of Council Tax collected has increased by £1,506,130.

The percentage of rent due collected

14. In the first quarter of 2017/18 99% of the rent due was collected, which was above the target of 97%. The amount of rent collected was £383,733. This compares to a collection rate of 99% in quarter 1 of last year, with £308,055 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

15. This is one of the new indicators and refers to the average waiting time in seconds to speak to a customer services officer for all services in the Customer Contact Centre, including the switchboard. Calls are answered in the Contact Centre for nine Council services direct lines, including Building Control, Electoral Services, Parking Services and Waste Management. Performance in the first quarter of 2017/18 was at the target level of an average of 30 seconds. There were 24,187 calls answered in the quarter, compared to 26,824 in the same period last year.

Percentage of enquiries resolved at first point of contact

16. This is another new indicator for customer services. 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 first quarter was 76% against the target of 75% and relates to analysis of forms only. Work is underway 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

17. A further new customer services indicator introduced this year is the monthly customer satisfaction score. This is being measured by calling back a sample of customers who had previously called the Contact Centre to gain their feedback on how they felt that the call had been dealt with. Feedback from those surveyed has been 100% positive. Further information is included at Appendix B.
18. In addition to surveys of customers, the number of compliments received is also an indicator of customer satisfaction. There were 78 compliments received in the first quarter. The main services in receipt of compliments were

- Development Control = 30
- Customer Services and Communications = 25
- Waste Management = 14
- Building Control = 2
- Landscapes = 2

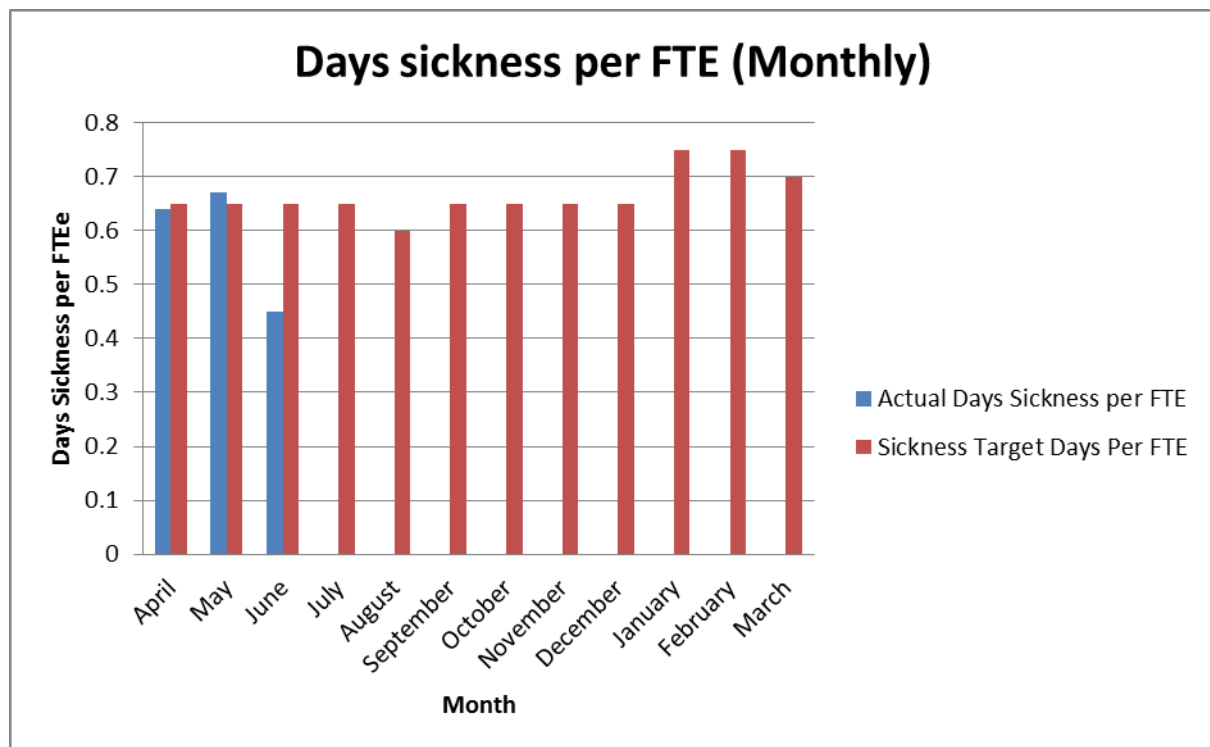
Number of e-forms submitted directly by the public

19. 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 7,912 e-forms submitted directly by the public in the first quarter against the target of 7,374. Further information is included at Appendix B.

Staff sickness absence rate

20. This was 1.59 days in the first quarter compared to a target of 1.95 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 1 2016/17, which was 1.83 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 in the first quarter of the year was 2.5% compared to the target of 3.7%. This is an improvement on the first quarter of 2016/17 when the turnover rate was 5.8%. 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 2.5% turnover rate refers to eight voluntary leavers. Exit interviews continue to indicate a range of reasons for departure were as follows:
- Personal reason – three people left for roles in the private sector; one moved to another local authority; two did not disclose their next role; one employee departed following a period of maternity leave and one person retired.

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 first quarter of 2017/18, 96% of the 1,309 service requests received were completed within the agreed time against the target of 87%. This is an improvement on the same quarter last year when performance was at 95% in relation to 1,675 service requests. The percentage of ICT calls outstanding in quarter 1 of 2017/18 was at 15% against the target of 20%, which is the same level of performance as the previous year.

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 480,201 visits in quarter one compared to the target of 436,471. 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 our leisure management partner in 2014. The Annual Report on the Leisure Management contract went to the Scrutiny Committee for Customer Services and Service Delivery Committee meeting on 5th July 2017. The delivery of improvements to the leisure centres is one of the Council's flagship activities and further information is included at Appendix B.

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

24. This was 108.24 kgs in the first quarter of 2017/18 and better than the target of 117 kgs. Waste minimisation is closely linked to the Council's efforts to increase the levels of recycling, which are referred to below.

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

25. The first quarter performance was at 45% compared to the target of 43%. This is an improvement on the figure for the first quarter of 2016/17, which was 42.4%. Improved performance is partly due to the increase in the amount of green waste that has been composted. The number of subscriptions to the green waste service is now a separate performance indicator and flagship activity- see Appendix B for more information. The Council's Recycling Quality project has also contributed to the increase in recycling through an educational programme aimed at encouraging residents to minimise their waste and recycle effectively.

Parking Services performance

26. Performance in repairing car parking machines within the target time of 2 days was at 99% against the target of 97%. No faults were reported following the introduction of

the new £1 coin. One of the new indicators for this year is the cancellation rate of penalty charge notices. There is an Enforcement Service Level Agreement in place with West Sussex County Council that sets a target of a 9% cancellation rate, which was achieved in the first quarter. Please see paragraph 53 for more information on this service.

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

27. Service requests responded to within 5 working days was on the target at 97% in the first quarter of 2017/18, relating to 1,076 out of 1,106. This compares to performance of 98% in the first quarter of last year when 1,044 service requests were received- an increase of 6%. 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 47 for more information on this service.

Number of health and wellbeing interventions

28. 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 505 interventions in the first 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 is included in appendix B.
29. Of the people who responded to requests for feedback in quarter one, 93% 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

30. At seven, the number accepted as homeless by the Council is better than the target for the first 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 and the implications of welfare reforms.
31. The Housing Needs Team are preparing for the implementation of the Homelessness Reduction Act, which comes into effect from April 2018. Preparations include the introduction of an improved Choice-Based Letting system with an integrated Homelessness and Advice Management system, compliant with the requirements of the Act.

Number of households living in temporary accommodation

32. The numbers in temporary accommodation stood at 47 at the end of June. This compares to 51 at the end of the first 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. This will be closely monitored throughout the year.
33. Where the Council does make use of temporary accommodation, the aim is to ensure that households so placed are supported in their efforts to secure longer term housing to minimise the time they spend in temporary accommodation. The Housing Needs

Team are using Homelessness Grant funding to employ a Temporary Accommodation and Homelessness Prevention Officer to assist with this aim. One of the new indicators monitored by the Scrutiny Committee is the average time that households are spending in temporary accommodation. At the end of quarter one, this was 38 weeks, compared with 27 weeks in quarter one of the previous year.

Number of households assisted to access the private rented sector

34. This was at 28 compared to the target of 21 for the first 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

35. The Building Control Team achieved the target of 98% of site inspections carried out within 24 hours of the date requested in quarter one of 2017/18. This related to 1,711 site inspections. Performance was at the same level in quarter one of last year, when the number of site inspection was 1,604. The number of inspections has increased by 7%. Please see paragraph 54 for further information about this service.

Processing of planning applications

36. 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 1 was 668, compared to 701 in the same period of 2016/17.
37. During the first quarter of the year, all sixteen major planning applications were processed within the target of 13 weeks (or within an agreed extension of time), so the target of 79% was exceeded. This compares to quarter one of 2016/17, when there were 7 major applications processed.
38. For processing of minor applications, performance was at 96% compared to the target of 84%. This relates to 98 out of 102 minor applications processed within 8 weeks. This compares to quarter one of 2016/17, when there were 96 minor applications processed.
39. 327 out of 329 "other" applications were processed within 8 weeks, which represents performance of 99% against the target of 94%. "Other" planning applications refers mainly to residential development by householders. This compares to quarter 1 of 2016/17, when there were 312 minor applications processed.
40. One of the new indicators monitored by the Committee in 2017/18 is the level of appeals allowed against the refusal of planning permission. Performance in the first quarter was 29% against the target of 33%.

Validation of planning applications within 5 working days

41. 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 first quarter of 2017/18 was at the target level of 98% and relates to 829 applications. This compares to 2016/17 when performance was at 95%, with 784 applications received. Performance has improved despite a 6% increase in the volume of applications.

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

42. Performance in the first quarter of 2017/18 was at 97% compared to the target of 96%. This relates to 663 searches. Performance in the first quarter of 2016/17 was also 97%, with 710 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.

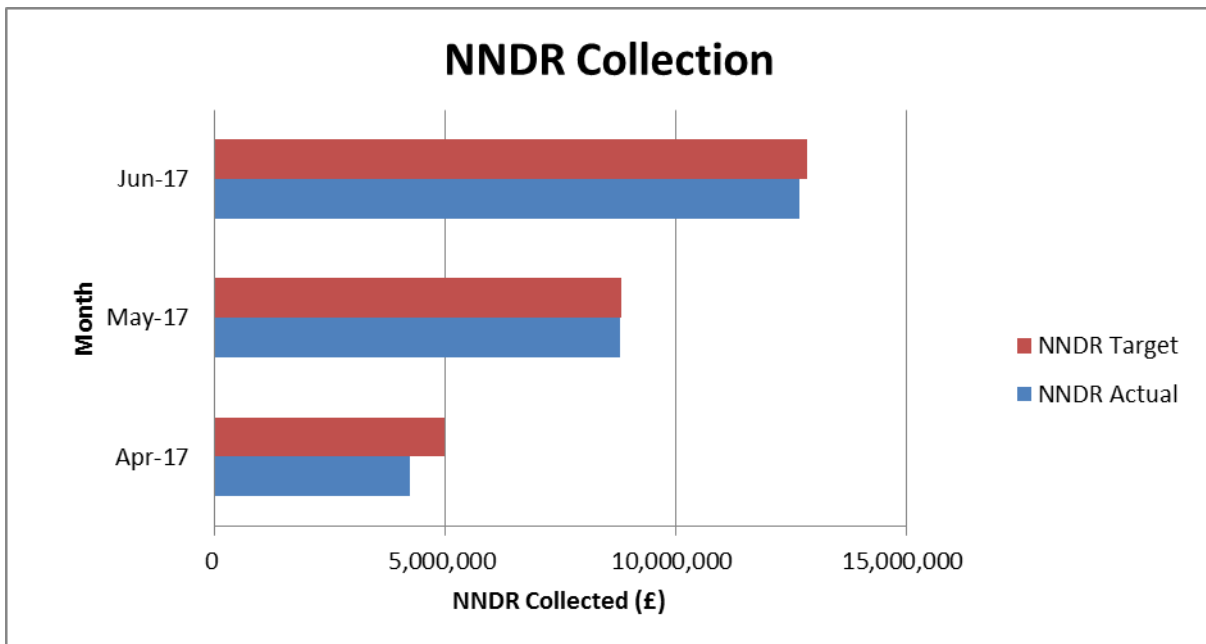
Performance slightly below target (amber)

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

Percentage of Non-Domestic Rates Collected

44. Collection of Non-Domestic Rates at the end of the first quarter had reached 27.8% against the target of 28.1%. The amount collected in the first quarter is broadly comparable to the same period last year- £12,700,366 compared to £12,892,479 in the first 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.

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



Percentage of complaints responded to within published deadlines

45. 96% 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. Two complaints were acknowledged outside of the 5 working days in May due to a particularly busy period for the Contact Centre. There were 65 complaints received in the first quarter, compared to 50 in the first quarter of the previous year. The breakdown of the main services in receipt of complaints is as follows:

- CenSus Revenues 21
- Waste and Outdoor Services 15
- Landscapes 7
- Benefits 5
- Parking 4
- Development Management 3
- Legal, Member Services and Elections 3

Ethnic Minority representation in the workforce

46. The percentage of employees from ethnic minorities was 4.9% at the end of quarter one 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.

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

47. Performance in the first quarter of 2017/18 was 91% compared to the target of 96%. This represents 576 out of 633 service requests. Performance in the first quarter of last year was 94%, with 584 out of 621 service requests resolved within 3 months. Additional staff resources have been allocated to environmental health in 2017/18 in recognition of their increased work demands. There has also been an emphasis on ensuring that service requests are responded to within 5 working days referred to in paragraph 27.

Performance not achieving targets (red)

48. There were six performance indicators in the first quarter of 2017/18 that were 10% or more below target.

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

49. For new Housing Benefit Claims the average speed of processing in quarter one was 21 days compared to the target of 18 days. For Council Tax Support claims the average was 23 days compared to the target of 20 days. The number of claims processed has increased on the same quarter last year by 12% (381 to 426) for new Housing Benefit claims and 13% (405 to 457) for new Council Tax Support claims.
50. For Housing Benefit changes of circumstances the average speed of processing was 12 days compared to the target of 7 days. For Council Tax Support change of circumstances, performance was 11 days compared to the target of 10 days. The number of changes of circumstances processed has increased on the same quarter last year by 5% (5,499 to 5,791) for Housing Benefit and by 17% (4,169 to 4,895) for Council Tax Support.
51. There are a number of reasons the Benefits Team are missing their targets in the first quarter of the year in addition to the increases in work volumes. These are
- The continued emphasis on dealing with changes of circumstances over new claims in order to avoid potential loss of subsidy from benefit overpayments. There has also been a change in procedure, with the requirement for a mandatory action sheet being completed in all cases.

- A serious failure by the Royal Mail to deliver post sent to a new PO Box number (we are awaiting the outcome of an official complaint). This involved delays with the delivery of some 3,000 items of post, which has taken some time to deal with.
- A temporary dip in staff morale following the announcement of Horsham's intention to leave the Census Partnership.
- There are normally greater volumes of correspondence and changes of circumstances received at the start of the financial year, which takes some time to catch up.

52. Performance has shown some improvement since the end of the quarter, with the average speed of processing change of circumstances in July for both Housing Benefit and Council Tax Support at 9 days. The average speed of processing new Housing Benefit claims has improved to 19 days in July and for Council Tax Support remains at 23 days.

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

53. This was at 65% for the first quarter compared to the target of 100%. The number of enquiries dealt with was 901 compared to 818 in the same quarter last year, an increase of 10%. The reduced level of performance has been caused by staff vacancies and the training of new staff, together with this increase in the number of enquiries. These staffing issues were overcome at the end of June and it is expected that performance will return to the target level for the remainder of the year. Performance in July was at 99%.

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

54. Performance was at 75% for quarter one of 2017/18 compared to the target of 87%. This relates to 353 plans checked. In the first quarter of 2016/17, performance was 93% with 324 plans checked- an increase of 9%. The higher volume of applications, both full plans and building notices, has contributed to the target not being met. There has also been an emphasis on ensuring that site visits are carried swiftly to meet customer expectations. Building Control income is 15% up on budgets.

Progress to Flagship Activities for 2017/18

55. The Scrutiny Committee agreed at its last meeting proposals for monitoring arrangements for reporting progress with the flagship activities associated with the Corporate Plan for 2017/18. The first quarter progress report is included at Appendix B.

56. 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. It is the developer and the market that determines the speed of affordable housing delivery. Please see Appendix B for further information on projections.

57. So far this year, 39 new affordable homes have been delivered, with 20 for rent and the remainder shared ownership. Two of the new units are wheelchair accessible. 34 are in rural parishes with 10 in Lindfield Rural, 5 at Pease Pottage, 5 in Hurstpierpoint, 2 in Pyecombe and 2 in Ansty. The remaining 5 are in Burgess Hill.

Conclusions

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

Risk Management Implications

59. 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

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

Financial Implications

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

Background papers

None.

**Quarter 1 2017-18 Performance Report
Scrutiny Committee for Leader, Resources and Economic Growth**



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









Deputy Leader and Resources and Economic Growth Portfolio

Finance



Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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 1,326 invoices paid in the quarter.</i>	99.00%	95.00%	95.00%	95.00%	96.21%	95.00%	98.10%	90.00%		96.61%	95.00%	

Revenues and Benefits



Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Speed of processing - new Housing Benefit claims (days) 426 new claims processed in quarter 1	21	18	20	18	21	18	21	18		21	18	

	monthly data						Q4 2016-17			Q1 2017-18		
Performance Indicator name	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Speed of processing - new Council Tax Support claims (days) <i>457 new claims processed in quarter 1</i>	22	20	24	20	23	20	23	20		23	20	
Speed of processing - changes of circumstances for Housing Benefit claims (days) <i>5,791 changes in details processed in the quarter.</i>	10	7	11	7	13	7	5	10		12	7	
Speed of processing - changes of circumstances for Council Tax Support claims (days) <i>4,895 changes in details processed in the quarter</i>	10	10	11	10	12	10	09	10		11	10	
Percentage of Council Tax collected <i>£29,331,816 collected in quarter 1</i>	11.28%	11.30%	20.68%	20.80%	30.00%	29.90%	98.58%	98.80%		30.00%	29.90%	
Percentage of Non-Domestic Rates Collected <i>£12,700,366 collected in quarter 1</i>	9.08%	10.72%	19.21%	19.28%	27.81%	28.14%	96.82%	98.00%		27.81%	28.14%	

Economic Development






	monthly data						Q4 2016-17			Q1 2017-18		
Performance Indicator name	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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)	£45.81m		£44.96m		£44.80m							





Property and Asset Maintenance

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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 £383,733.</i>	88%	97%	100%	97%	99%	97%	100%	97%		99%	97%	








Customer Services Portfolio

Customer Services and Communications



Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Number of Complaints received	24		19		22		59			65		
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 24,187</i>	24	30	40	30	25	30	New indicator			30	30	
Percentage of enquiries resolved at first point of contact	73%	75%	84%	75%	70%	75%	New indicator			76%	75%	
Number of e-forms submitted directly by the public	2,815	2,458	2,501	2,458	2,596	2,458	New indicator			7,912	7,374	



	monthly data						Q4 2016-17			Q1 2017-18		
Performance Indicator name	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Number of compliments received	15		22		41		New indicator			78		
Monthly customer satisfaction scores	N/A	80%	100%	80%	100%	80%	New indicator			100%	80%	
Percentage of complaints responded to within published deadlines	100%	100%	89%	100%	100%	100%	100%	100%		96%	100%	

Human Resources









	monthly data						Q4 2016-17			Q1 2017-18		
Performance Indicator name	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Staff sickness absence rate (Cumulative days per FTE)	0.31	0.65	0.97	1.30	1.59	1.95	8.36	8.00		1.59	1.95	
Staff turnover	0.65%	1.25%	1.29%	1.25%	0.63%	1.25%	2.88%	3%		2.52%	3.75%	
Ethnic Minority representation in the workforce	5.4%	5.0%	4.8%	5.0%	4.6%	5.0%	5.5%	4.0%		4.6%	5.0%	
Percentage of Employees with a Disability	5.1%	4.0%	5.2%	4.0%	4.9%	4.0%	4.8%	4.0%		4.9%	4.0%	

ICT

	monthly data						Q4 2016-17			Q1 2017-18		
Performance Indicator name	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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	92%	87%	98%	87%	98%	87%	94%	85%		96%	87%	



Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
1,309 service requests received in the 1 st quarter.												
Percentage of ICT helpdesk calls outstanding	19%	20%	19%	20%	8%	20%	15%	20%		15%	20%	

Legal and Member Services



Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18			
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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	250		272		255		264			255			
Number of legal cases opened each month	29		24		22		98			75			
Number of legal cases closed each month	43		13		26		49			82			

Service Delivery Portfolio

Landscapes

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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	153,553	149,817	165,915	148,788	160,733	137,866	514,434	507,306		480,201	436,471	

Waste and Outdoor Services



Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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)	34.05	39	37.31	39	36.82	39	114.12	117		108.24	117	
Percentage of household waste sent for reuse, recycling and composting	42.24%	43%	43.63%	43%	44.97%	43%	36.15%	42.6%		43.76%	43%	
Dry recycling rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	25.66%		27.29%		26.46%		28.27%			26.63%		
Composting rate which goes towards the PI Percentage of household waste sent for reuse, recycling and composting	16.58%		16.33%		18.52%		7.64%			17.13%		
Number of subscriptions to green waste composting	16,830		16,980		17,160		New indicator			17,160		



Parking Services

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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 901 correspondence items received in quarter 1.</i>	69%	100%	55%	100%	51%	100%	99%	100%		65%	100%	
The percentage of car park machines repaired within 2 days (there are 55 parking machines in the District)	100%	97%	100%	97%	99%	97%	100%	97%		99%	97%	
Cancellation rate of Penalty Charge Notices	5%	9%	7%	9%	9%	9%	New indicator			9%	9%	

Community Portfolio

Environmental Health

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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>633 service requests received in quarter 1</i>	92%	96%	93%	96%	81%	96%	94%	96%		91%	96%	








Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Percentage of Environmental Health service requests that are responded to within five working days <i>1,106 service requests received in quarter 1</i>	97%	97%	100%	97%	97%	97%	98%	97%		97%	97%	

Performance and Partnerships





Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
The number of newly opened anti-social behaviour cases	6		4		1		4			11		
Overall Crime Rate per 1,000 population	03.43		03.93		3.97		10.01			11.33		
Number of health and wellbeing interventions delivered	141	117	164	117	200	117	512	249		505	350	
Proportion of health and wellbeing interventions resulting in health improvement	100%	75%	91%	75%	95%	75%	85%	66%		93%	75%	
The current number of families worked with by the Early Intervention Family Project	10		10		11							

Housing and Planning Portfolio







Housing

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Number of households assisted to access the private rented sector	13	7	6	7	9	7	20	18		28	21	
Number of households accepted as homeless	02	05	02	05	03	05	11	10		07	15	
Number of households living in temporary accommodation	43	65	43	65	47	65	48	45		47	65	
The average time that households are spending in temporary accommodation (weeks)	36		40		38		New indicator			38		



Building Control

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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>353 plans checked in quarter 1</i>	90%	87%	67%	87%	77%	87%	95%	87%		75%	87%	
Building Control Site inspections carried out within 24 hours of date requested. <i>1,711 site inspections in quarter 1</i>	98%	98%	98%	98%	98%	98%	98%	98%		98%	98%	

Development Management

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 2017/18		
	Value	Target	Value	Target	Value	Target	Value	Target	Status	Value	Target	Status
Validation of planning applications within 5 working days <i>829 applications validated in quarter 1</i>	98%	98%	97%	98%	99%	98%	98%	98%		98%	98%	
Costs awarded against the Council where the decision of the Council is overturned at Planning appeal	£00		£00		£00		£00			£00		
Processing of planning applications: Major applications within 13 week target <i>16 applications processes in quarter 1</i>	100%	79%	100%	79%	100%	79%	100%	79%		100%	79%	
Processing of planning applications: Minor applications within 8 week target <i>102 applications processed in quarter 1</i>	100%	84%	91%	84%	100%	84%	98%	84%		96%	84%	
Processing of planning applications: Other applications within 8 week target <i>329 applications processed in quarter 1</i>	100%	94%	99%	94%	99%	94%	100%	94%		99%	94%	
Planning appeals allowed	60%	33%	33%	33%	29%	33%	New indicator			29%	33%	

Land Charges

Performance Indicator name	monthly data						Q4 2016-17			Q1 2017-18		
	Apr 2017		May 2017		Jun 2017		Q4 2016/17			Q1 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>663 searches received in quarter 1</i>	99%	96%	99%	96%	100%	96%	99%	96%		97%	96%	

Appendix B

Scrutiny Committee for Leader, Resources and Economic Growth 13 September 2017

Quarter 1 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 at 76% in the first quarter, above the target of 75%. This only refers to successful submission of self-service on-line forms. Telephone calls that come into the customer service team and are then dealt with by forwarding onto other parts of the council will form part of this performance indicator. However, at this stage our telephone system makes it extremely difficult to obtain this information. To address this issue, the telephone supplier is providing additional staff training and longer term we are looking at new suppliers for an upgraded telephone system, Council wide.</i></p> <p><i>For the customer satisfaction performance indicator, surveys have been undertaken of a sample of customers who telephoned the customer contact centre in May, June and July to gauge the level of satisfaction from 1 to 5. All of those contacted were satisfied with the service and gave a rating of 5.</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 7,912, which was above the target of 7,374. This included electronic forms for services such as Building Control and Bulky Waste collections. The annual Electoral Canvass has received over 25,000 digital responses- a digital response rate of 62%. To encourage people to respond digitally, those who replied by telephone, text message or on-line were entered into a free prize draw.</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 and decontamination of the site will take place in the next few weeks. This will be the site for the new Lidl store. Cabinet considered a</i></p>			

report on 10 July to address third party parking rights at the Martlets in order to allow the town centre development to proceed. Agreement for Lease for the New River Retail redevelopment of Burgess Hill has now been signed. Social Communications have been commissioned to undertake community engagement to inform the development of a brand identity for Burgess Hill. The aim is to have an agreed brand by the end of the summer. It is expected that the first phase of the development in the town centre will commence by the end of 2017, with a target completion date of 2020-21.

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.
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Progress
 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.
 Work to demolish the former Martell's site in Queens Walk, East Grinstead is due to start on 12th September. The site will be redeveloped to provide 129 homes, 1,624 square metres of retail space and a new car park.

Working towards the provision of new business parks at Burgess Hill	Judy Holmes	Jonathan Ash-Edwards	Written report on progress.
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Progress
 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. 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.

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.
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Progress
 The micro-business grant scheme provides grants of a maximum of £2,000 and is aimed at businesses with less than 10 employees who are looking to expand and/or take on an apprentice. Applications are considered by the Cabinet Grants Panel. The scheme has been very successful with virtually all of the £83,000 available committed by June 2017 and support provided to around 40 applicants. Work is underway to progress a celebratory event in the Autumn for grant recipients. A detailed report will be presented to Scrutiny Committee in November highlighting the number and range of Projects supported and setting out any lessons learnt.

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 8 November 2017. There may be new Performance Indicators coming out of the Strategy.
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Progress

The Economic Development Member Working Group met on 13th July to consider progress with the Economic Profile, which provides the evidence base for the development of the Strategy. The Group also considered the draft vision and Strategy priorities, which have been informed by consultation with the business community and other stakeholders, along with a draft Action Plan. A range of meetings have been held with businesses and business associations across the District in order to understand the key issues and to highlight where they think the Actions of the Strategy could add value. A further meeting of the Working Group has been scheduled for 22 September, prior to the draft Strategy being considered by this Scrutiny Committee on 8 November.

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. Meetings scheduled for 18 April, 5 June. 8 August.
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Progress

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 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.

The Cabinet Grants Panel met in April, June and August to consider Corporate Grants and there are two further funding rounds scheduled in September 2017 and January 2018. The August meeting focussed on applications for Silver Sunday events and the Council made eleven small awards of £250 each for a programme of events across the District. Silver Sunday is an annual day of fun and free activities for older people across the UK, which takes place in October. It celebrates the value and knowledge older people contribute to our communities while combating loneliness and isolation. The Spotlight grants round in September will provide small grants of up to £500 to support 'Youth Groups Run by Volunteers'.

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 first meeting of the Strategic Joint Action Group (SJAG) in its new form is on the 5 October. The focus for the rest of this financial year will be to support the projects currently running, funded from the previous year. Also to support the Targeted Intervention Project, which is the key project for the SJAG that works alongside the Family Support Network. Where families are identified as

high need, the project will support access to services that the family would not have been able to access due to financial restraints. There will be a range of providers (public/voluntary sector) that will be part of the scheme going forward.

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 and the implications for this project for the next financial year.

The Council's Early Intervention Officer is currently working with thirteen 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.

Progress

The Wellbeing Team delivered 505 interventions in the first quarter. 93% 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 a Weight Management Course for Adults with Learning Difficulties which was held at Signposts, Burgess Hill. The service has delivered 8 workplace health interventions for various organisations across the district including 1st Central, Hurstpierpoint College, the Princes Royal Hospital and KV Manufacturing. Services offered by the Wellbeing Team are being promoted through attendances at Patient Participation Group meetings and Flu Clinic days at GP practices.

Enable the provision of 200 new affordable homes

Judy Holmes

Andrew MacNaughton

Existing PI- Number of new affordable homes delivered.

Progress

176 new affordable homes were delivered in 2016/17. 39 new affordable homes have been delivered to date this year. The number of units expected to be completed during 2017/18 currently falls significantly short of the 200 target. This is due to a delay to start on site on a number of the schemes. Based on current information, we expect to deliver 103 units during 2017/18. It is the developer and the market that determines the speed of affordable housing delivery and the Council has little influence on start on site and completion dates. We are working closely with affordable housing providers to improve delivery rates, including exploring using the Council's own land to promote affordable housing.

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). They will need a lease agreement with the Council to allow them to build on the recreation ground and extend the car park.

The project at Finches Field is progressing. The Parish Council has planning permission (DM/17/0412) and 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 building contractor and work is scheduled to start on site shortly.

The Council is considering a request from Haywards Heath Scouts Group to construct a new Community Centre on an unused area of The Barn Cottage Green Recreation Ground in Haywards Heath, which is owned by the Council.

Funding has been agreed with Lewes District Council for improvements to the play facilities at World's End Recreation Ground, Burgess Hill and consultation is taking place over the summer. Planned completion is for winter 2017/18.

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 which has been very well received by customers.

A temporary café has been created in the old gym area to allow a new reception and café area to be created. The new reception and café will be operational in early October at which point work will commence on building the Clip n Climb facility in the area presently occupied by reception. The temporary café area will then be converted into a large exercise studio to cater for the ever increasing demand for classes.

Towards the end of the year the members changing rooms at both The Triangle and Dolphin will be refurbished and a new spa pool, steam room and sauna will be installed at The Dolphin and the Kings Centre will benefit from refurbished toilets in the reception area.

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

Attendance figures for the Centres and Halls continue to be above target with 640,114 visits from April-July 2017 inclusive against the target set of 587,734.

In July membership levels reached their highest ever level of 12,793 with both The Triangle and The Dolphin 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.
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Progress

There were 17,241 subscriptions to the green waste service at 31st July 2017. There is an ongoing marketing campaign in place to expand the customer base in order to achieve 18,200 subscriptions by the end of the financial year.

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 first quarter of the financial year, which amounted to £383,733.</i></p> <p><i>The Council is in the process of acquiring 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. Age UK recently vacated the Redwood Centre in Haywards Heath and in the interim it has been let to Sussex Uniforms on a 3 month licence whilst the property is marketed. This will generate an income for the Council and will mitigate costs that empty buildings often incur by reducing the risk of it being targeted by vandals.</i></p> <p><i>A commercial property update report will be considered at the meeting of the Scrutiny Committee for Leader, Resources and Economic Growth on 8 November 2017.</i></p>			

7. SCRUTINY COMMITTEE FOR LEADER, RESOURCES AND ECONOMIC GROWTH WORK PROGRAMME 2017/18

REPORT OF: Head of Regulatory Services
Contact Officer: Lucinda Joyce, Senior Democratic Services Officer
Email: lucinda.joyce@midsussex.gov.uk 01444 477225
Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Resources and Economic Growth
13th September 2017

Purpose of Report

1. For the Scrutiny Committee for Leader, Resources and Economic Growth to agree its work programme for 2017/18.

Summary

2. Members are asked to note the attached work programme. The work programme will be reviewed as the final piece of business at each meeting, enabling additional business to be agreed as required.

Recommendations

3. **The Committee is recommended to agree the Committee's Work Programme as set out at paragraph 5 of this report.**
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Background

4. It is usual for Committees to agree their work programme at the first meeting of a new Council year and review it at each subsequent meeting, to allow for the scrutiny of emerging issues during the year.

The Work Programme

5. The Committee's Work Programme for 2017/18 is set out below:

8 November 2017	Reason for Inclusion
Arrangements for Corporate Plan and Budget for 2018/19	To discuss arrangements for the 2018/19 corporate plan and budget.
Council Performance for the Second Quarter 2017/18	To report on the Council's performance in the second quarter.
Capital Projects Update	To update on the Council's Capital Projects.
Draft Economic Strategy	To consider the draft of the refreshed Economic Strategy developed by the Administration Working Group.
Committee Work Programme 2017/18	To update the Committee's work programme for the remainder of 2017/18.
30 January 2018	Reason for Inclusion
Draft Corporate Plan and Budget for 2018/19	To report on the Council's 2018/19 Corporate Plan and Budget.

Committee Work Programme 2017/18	To update the Committee's work programme for the remainder of 2017/18.
8 March 2018	Reason for Inclusion
Council Performance for the Third Quarter 2017/18	To report on the Council's performance in the third quarter.
Action Plan on Economic Strategy	Quarterly update for the Committee.

Policy Context

6. The work programme should ideally reflect the key priorities of the Council, as defined in the Corporate Plan and Budget.

Financial Implications

7. None.

Risk Management Implications

8. None.

Background Papers

None.