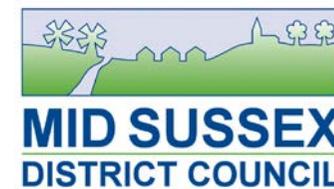


Scrutiny Committee for Leader, Finance and Performance Quarter 1 2019/20 Performance Report



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

Flagship Activity Status	
	On track
	Off target- requires action
	Off target – unlikely to deliver and requires change in project's scope

Community Portfolio - Cllr Norman Webster

Building Control

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of plans received by Building Control which are checked within 15 working days	78%	87%		85%	87%		251 plans checked in quarter 1 compared to 331 in the same period of last year.
Building Control Site inspections carried out within 24 hours of date requested.	98%	98%		99%	99%		2,143 site inspections in quarter 1 compared to 2,051 in the same period of last year. The Building Control service operates in a competitive market and carrying out site visits quickly is a priority for customers

Community Services, Policy and Performance

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
% of resolved anti-social behaviour cases	75%			91%			The Council's Anti-Social Behaviour Officer resolved 40 out of the 44 reports of ASB received in the quarter. New powers have been adopted under the Anti-Social Behaviour, Crime and Policing Act 2014, including the use of Public Space Protection Orders (PSPO). Consultation is taking place to adopt a PSPO in Burgess Hill to counter anti-social driving and car cruising.
Overall Crime Rate per 1000	11.16			11.36			Detailed crime information for Mid Sussex 2018/19 was included in the Strategic Intelligence Assessment circulated with the July Member Information Service.
Number of health and wellbeing interventions delivered	499	462		510	570		The target for the number of interventions delivered was missed due to the team being one member of staff down while a vacant post was recruited to. This was also due to the long-term sickness of the team administrator. Workplace Health talks and visits were therefore rescheduled to enable office cover. The team will soon be fully staffed and the number of interventions in July was above the target level.
Proportion of health and wellbeing interventions resulting in health improvement	97%	80%		81%	80%		This indicator involves calling back three months after the intervention to monitor whether it has led to a sustained improvement.
Closed cases of families worked with by the Early Intervention Family Project where outcomes are met or partially met	100%			100%			The Early Intervention Officer closed 3 cases in the quarter, all of which were successful interventions. He is currently working with 15 families.

Environmental Health						

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt	97%	96%		98%	96%		1,512 service requests in the quarter compared to 1,050 in the same period of the previous year – a 44% increase. Requests for services can be across the range of Environmental Health activities including licensing, housing standards, environmental protection and food hygiene.
Percentage of Environmental Health service requests that are responded to within five working days	97%	97%		99%	97%		656 service requests in the quarter compared to 528 in the same period of the previous year.
Disabled Facilities Grants completed (cumulative)	140			40			Please see the flagship update for further information.

Land Charges						

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of Local Authority Searches replied to within 5 working days	100%	96%		100%	96%		The number of searches received in the first quarter of 2019/20 was 688 compared to 633 in the same quarter of the previous year- a 9% increase. The Council's Land Charges service operates in a competitive market and competes on the basis of speed and quality of service.

Legal and Member Services

	Q4 2018/19			Q1 2019/20			Latest Note
	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%		
Number of legal cases which are live as at the end of each month	394			398			

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End date	Status	Commentary
Disabled Facilities Grants	Adopt the County-wide policy and funding for Disabled Facilities Grants by 31 March 2020	Tom Clark	04/19	03/20		<ul style="list-style-type: none"> On target Further work has been carried out across the West Sussex Authorities to work towards a single policy where all partners are working efficiently to get the grants delivered quickly
Community Wellbeing Programme	Develop & deliver a comprehensive community wellbeing programme that meets the requirements of the new three year wellbeing service contract specification from WSCC PublicHealth	Peter Stuart	04/19	03/22		<p>Progress with in current deadlines has been made on the following objectives;</p> <ul style="list-style-type: none"> Implement delivery of health check service Design and deliver a physical activity “Back to Exercise” programme for people with long term medical conditions. Implement delivery of Stop Smoking service <p>Additional objective: Public Health has requested that wellbeing deliver an extra service within the current programme. The service will work exclusively with adults wanting to reduce their alcohol consumption with in the new three year agreement.</p>
Reducing crime and anti-social behavior on public spaces and involving and affecting youth	Reduction in anti-social behavior amongst young people, especially taking place on the District’s public spaces.	Peter Stuart	01/19	03/20		<ul style="list-style-type: none"> Work is being progressed through the Mid Sussex Partnership’s Community Safety Start and Finish Group, which has identified measures to address this type of ASB in the District. These include providing direct support to identified youths, prevention work in schools and support for parents of teenagers with challenging behavior. Recent work to address ASB amongst young people in the District has included the Reboot scheme, working through local schools to mentor young people at risk of being drawn into violent crime, School Law Days educational sessions to Year 8 children and the Safe Places pilot in East Grinstead. New powers for dealing with ASB have been adopted and a Public Space Protection Order (PSPO) is being sought in Burgess Hill to address anti-social driving and car cruising,

						<p>which is subject to a consultation exercise that will finish on 3rd September</p> <ul style="list-style-type: none">• Funding of £12,251 has been received from the Home Office Serious Violence Fund to enhance the local provision of positive activities for young people, which will be allocated to further activities identified through the Start and Finish Group.
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Customer Services Portfolio - Cllr Ruth de Mierre

Customer Services and Communications

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard.	16	30		18	30		The Customer Services Centre received 20,809 calls in the first quarter. As well as switchboard, the Centre receives 9 Council services direct line calls, including Building Control, Electoral Services, Parking Services and Waste Management. In addition to phone calls, Centre staff also dealt with 8,753 personal callers to reception.
Percentage of enquiries resolved at point of Contact	91%	75%		86%	75%		This indicator currently only monitors forms successfully submitted and the Council is looking to upgrade the telephone system to measure calls resolved at point of contact.
Number of Compliments received	99			79			The main services in receipt of compliments were: Customer Services & Communications = 29 Development Control = 26 Waste and Outdoor Services = 16 Legal = 6 Benefits = 5
Number of e-forms submitted directly by the public	6,708			6,517			
Monthly customer satisfaction scores	100%	80%		100%	80%		Customer satisfaction is being measured by phoning back a sample of customers who had previously contacted the Customer Service Centre

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
							to gain their feedback on how the call was dealt with.
Percentage of complaints responded to within published deadlines	100%	100%		99%	100%		The published deadline for responding to complaints is to acknowledge within 5 days and respond within 10 working days. One complaint was responded to outside the deadline due to a second stage requiring more time for investigation by Head of Services.
Number of Complaints received	41			72			A breakdown of the main services in receipt of complaints in the quarter is shown below, together with an indication of the major causes of the complaints: Waste Management = 22 (misplaced bins following collection and problems with assisted collections) Revenues = 12 (disputing calculation of Council Tax liability, clarity of information provided) Planning = 8 (handling of planning applications, alleged breaches of planning conditions) Recovery = 7 (issuing of summonses, alleged inappropriate recovery action and court costs). Elections = 7 (Local election voter ID procedures, polling station arrangements, poll card/postal vote delay) Parking = 5 (parking machines, parking ticket disputes)
Freedom of Information Requests responded to within 20 working days	New indicator			99%	100%		179 out of the 181 Freedom of Information Requests in Quarter 1 were responded to in the target time.

Human Resources

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Staff sickness absence rate (days cumulative)	6.9	8.0		1.4	2		There were three long-term absences in the quarter. One individual has now returned to work; another is due to return; and we are in regular communication with the other. When comparing to four neighbouring Councils their absence rates are 0.95, 1.29, 1.82 and 2.37 days.
Staff turnover	6.33%	15%		1.97%	3%		Staff Turnover of 1.97% relates to 6 voluntary leavers in the period. Reasons given for staff leaving from exit interviews were linked to location (2), career opportunities (2), salary (1) and personal (1). When comparing to four neighbouring Councils for Quarter 1, their turnover was 1.55%, 2.35%, 2.76% and 3.01%.
Ethnic Minority representation in the workforce - employees	3.0%			3.6%			
Percentage of Employees with a Disability	7.6%			7.2%			

ICT and Digital							

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of ICT help desk service requests completed within the target time agreed with the customer	97%	87%		95%	90%		1,499 service requests in the quarter compared to 1,551 in the same period of last year.
Percentage of ICT helpdesk calls outstanding	14%	20%		17%	20%		

Revenues and Benefits							

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Speed of processing - new Housing Benefit claims	20	22		18	20		115 claims processed in the quarter compared to 308 in the same period of 2018/19. The number of Housing Benefit claims processed is decreasing with the introduction of Universal Credit. As at the end of July 2019 there were 2,063 Universal Credit claimants in Mid Sussex, compared to 225 in July last year.
Speed of processing - changes of circumstances for Housing Benefit claims	4	9		8.5	8		4,356 changes of circumstances processed in the quarter compared to 5,438 in the same period of 2018/19. Although there are less Housing Benefit claims they are tending to be more complex as the simpler cases have moved to Universal Credit.

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Speed of processing - changes of circumstances for Council Tax Support claims	7.0	9.0		7.3	8.0		4,621 changes of circumstances processed in the quarter compared to 4,538 in the same period of 2018/19. A revised Council Tax Reduction Scheme based on banded income levels is being introduced for 2020/21, subject to consideration by the Scrutiny Committee and adoption by Council. This will help to reduce the number of changes of circumstances that need to be processed.
Speed of processing - new Council Tax Support claims	23.0	22.0		20.5	20.0		323 claims processed in the quarter compared to 356 in the same period of 2018/19.
Percentage of Council Tax collected	98.6%	98.8%		29.3%	29.9%		Although the collection rate is just below target, there has been a 5.5% increase in cash terms in the amount of Council Tax collected to £32,708,279 in Quarter 1 from £31,008,057 in the same period last year.
Percentage of Non-Domestic Rates Collected	97.8%	98.0%		28.8%	28.1%		£13,824,727 Business Rates collected in Quarter 1. The collection rate is above target and procedures are in place to ensure that the Revenues Team intervene as early as possible to address non-payment.
LA Overpayment Error	£82,648	£150,694		£18,841	£29,802		These indicators reflect the focus of the service on the accuracy of assessment, rather than just the speed of processing. The level of overpayment error is well below the DWP threshold for the loss of Housing Benefit Subsidy.
Accuracy in Assessment	95.8%	97.0%		93.6%	92.0%		

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End date	Status	Commentary
Council Tax Support Scheme	New Council Tax Support Banded Income Scheme from April 2020	Peter Stuart	04/19	04/20		<ul style="list-style-type: none"> • Consultation draft of the new Council Tax Support Scheme (CTSS) to be considered by Scrutiny Committee on 4th September. • Public consultation planned from 6th September to 1 November.
Windows 10 Deployment	Deliver efficiency savings through the increased use of digital approaches to services by implementing Windows 10	Simon Hughes	10/18	12/19		<ul style="list-style-type: none"> • Microsoft platform upgrades complete; Applications Packaging 80% complete; Hardware needs defined to support mobile working and to rationalise stock • Risk of project budget overspend is being mitigated by reducing scope of some contracted works and seeking funding from departments for some hardware; this has impact on overall RAG rating • Next steps: Pilot the Windows 10 build with departments and make any necessary refinements before a full roll out. Order new hardware ready for full roll out.

Deputy Leader Portfolio – Cllr Judy Llewellyn-Burke

Finance

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Percentage of undisputed invoices paid within 10 days of receipt	97.9%	95.0%		97.2%	95.0%		1,326 invoices processed in Quarter 1, compared to 1,168 in the same period last year. The speed with which the Council pays invoices is considered important for supporting small businesses, where cash flow can be critical to the health of the business.

Property and Asset Maintenance

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of rent due collected	96%	97%		96%	97%		Collection is just below the target level due to a small number of cases where there are rent disputes. The amount of rent collected in quarter 1 was £590,091, compared to £426,705 in the same period of 2018/19. The Council's commercial property portfolio has been expanded since last year, including the purchase of the freehold of the Wickes site in Burgess Hill.

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End Date	Status	Commentary
Commercial property investment	Income generation to offset financial challenges	Peter Stuart	04/19	03/20		<ul style="list-style-type: none"> • Work in progress to investigate investment opportunities to generate income • It is proposed that an investment strategy is prepared by March 2020, setting out proposals to generate income and seeking an investment budget
Invest in our assets	Increased income earning potential	Peter Stuart	04/19	03/20		<ul style="list-style-type: none"> • Project scope and plans now being prepared.
Orchards Shopping Centre Strategic Plan	Redevelopment of the Centre to ensure it is fit for future purpose	Peter Stuart	07/19	03/21		<ul style="list-style-type: none"> • New leases with key retailers have secured income streams for the next three years • Occupancy levels are still very good and current market rents are stable but slightly lower than at time of purchase (reflected in recent lease agreements) • Meetings have been held with Consultants to examine the “Art of the Possible” in re-imagining the occupancy & appearance of the Centre for the future.

Economic Growth Portfolio – Cllr Stephen Hillier

Economic Development

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Footfall in the shopping centres of the District's three main towns	New indicator			N/A			Data is based upon information from sensors that monitor footfall via detection of smart phones and this is being reviewed for accuracy.
Micro business grants – funds awarded compared to total grant received	New indicator			18%	18%		The target is to award 100 % of the £72,031 available in the year, with grants awarded through the Cabinet Grants Panel. 8 applications were considered at the meeting of 18 th June and funding of £12,734 awarded. A further 14 applications amounting to £19,905 were considered at the Panel meeting on 22 nd July. Overall, 43 applications have been received so far with a value of £71,289.

Parking Services

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of enquiries relating to enforcements within Parking Services which are dealt with within 10 days.	100%	100%		100%	100%		741 items of correspondence were received in quarter 1 compared to 1,005 in the same period of 2018/19.
The percentage of car park	99%	97%		98%	99%		2 machines took longer to repair than target in

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
machines repaired within 2 days (there are 55 parking machines in the District)							April and 1 machine in June due to awaiting parts for a damaged door.
Cancellation rate of Penalty Charge Notices	8%	8%		7%	7%		252 cancelled out of 3,571 notices issued in the quarter. The target is based upon the performance standard set by the On Street Parking Service Level Agreement with West Sussex County Council.
The percentage of pay and display transactions made by cashless payments	New indicator.			34%	25%		This indicator measures the proportion of cashless pay and display transactions and via pay by phone, following installation of the new machines and availability of the phone application. Performance exceeds forecasted expectations as take up of cashless parking has been well received.

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End Date	Status	Commentary
Parking Strategy Refresh 2020 - 2031	Delivery of a new Parking Strategy for Mid Sussex	Judy Holmes	04/19	03/20		<ul style="list-style-type: none"> • Work on schedule • Consultants' Brief developed and awaiting procurement approval to tender for consultants to lead the process • The Member Working Group will be drawn from the Scrutiny Committee for Housing, Planning & Economic Growth. Kick off report will be presented to Scrutiny Committee on 11th September 2019.
Shopfront Improvement Scheme	Improvements delivered to the shop fronts for five East Grinstead retailers plus any other appropriate retailers who can be support with any remaining balance once the five East Grinstead grants have been awarded.	Judy Holmes	10/18	03/20		<ul style="list-style-type: none"> • Three retailers have now been awarded grants; officers are working with two remaining retailers to finalise their applications which will go to the next Cabinet Grants Panel. • The grant applications submitted to date have been for lower value grants than were originally proposed by the retailers. This means that once the grants have been awarded to all five applicants some residual grant will still remain unallocated. • Officers are presently preparing proposals for allocating the remaining funds to other retailers in a way that will maximise the overall benefits to the District.
Local Full Fibre Network	Fibre Network across Burgess Hill and Strategic Link to Brighton	Simon Hughes	10/18	03/21		<ul style="list-style-type: none"> • £2.3m funding secured and specification agreed for 30km of fibre spine between Brighton and Burgess Hill, 25km of fibre duct access, with mini fibre exchanges in Burgess Hill and commercialisation of the network through Cooperative Network • National DCMS review of funded projects under new minister; MSDC have been informed that the MSDC LFFN Programme is subject to review but not at risk. • Now completed all the work to demonstrate Market attractiveness and Market Economic Operator Principles (MEOP) satisfied.

Environment & Service Delivery Portfolio – Cllr John Belsey

Landscapes

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
% Satisfaction with the grounds maintenance service	New indicator			96%	95%		Satisfaction surveys are required to be carried out by idverde as part of the grounds maintenance service contract specification.

Leisure Operations

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The number of visits made to the Leisure Centres and Civic Hall	482,768	443,803		452,392	433,112		Attendances remain above the target levels. Additional investment is being made into the Dolphin Leisure Centre, including improvements to the reception and café; conversion of the existing studio into a new training room and improvements to the group cycle studio.

Sustainability

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Usage of Council-owned electric vehicle charging points in public car parks (amount of energy used in kWh)	New indicator.			3,407	12,500		Electric charging performance in quarter 1 has been affected by electricity supply problems to the 2 charging points at Cyprus Road car park in Burgess Hill. A new supply has to be installed because the existing supply proved insufficient for higher capacity and more frequent usage. The Council is negotiating with UKPN to secure a new supply as a matter of urgency. Delivery of more charging points is a flagship activity and further information is provided below.
Greenhouse gas emissions from Council buildings (kg)	New indicator.			111,226	125,861		The target is based on a 3% per annum reductions in greenhouse gas emissions. Initiatives that have helped to cut emissions from the Council's buildings have included reducing our electricity usage and the production of solar electricity from our PV panels.

Waste and Outdoor Services

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
% satisfied with refuse collection, recycling collection and street cleansing	New indicator.			89.4%	87%		Satisfaction surveys are required to be carried out by Serco as part of the refuse collection and street cleansing contract. Survey fieldwork was carried out in the period 25th March – 7th April 2019.

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Amount of waste per household which is disposed of in landfill sites (kilos)	104	107		101	102		
Percentage of household waste sent for reuse, recycling and composting	37.4%	39%		47.3%	45%		The % is higher in the summer months due to greater amounts of green waste collected. See the flagship update regarding progress with consideration of a food waste collection trial).
Number of subscriptions to green waste composting	19,037			19,217			
Number of missed collections per 100,000	New indicator.			53	75		
% of relevant land assessed as having below acceptable levels of litter	New indicator			N/A	4%		These indicators are not reported in quarter 1 as the condition assessments are completed over 4 months, 3 times a year.
% of relevant land assessed as having below acceptable levels of detritus	New indicator.			N/A	6%		

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End Date	Status	Commentary
Deliver more electric vehicle charging points	Expansion of Electric Vehicle Charging Infrastructure	Peter Stuart	04/19	03/21		<ul style="list-style-type: none"> • Cabinet agreed to procure 26 fast electric vehicle charging points (EVCPs) in public car parks utilising a variety of funding. • Project Initiation Document in draft; project team being established • Procurement options and a funding bid in development • Discussion with other local authorities including WSCC on EVCP delivery
Mid Sussex Cycle Network	Identification of evidenced-based cycle routes	Peter Stuart	04/19	03/20		<ul style="list-style-type: none"> • £30K earmarked from Strategic Investment Fund for Cycle Route Feasibility in Mid Sussex • Mid Sussex Cycle Forum meets quarterly with representation from cycle user groups and Cllrs. Cllr Andrew Lea is the MSDC representative. • Ideas for potential routes were submitted. • The Forum has engaged Transport Initiatives (TI) to develop Local Cycling Walking and Infrastructure Plans (LCWIP) to provide an evidence base for cycle route selection. •
Reduce residual waste collection and increase recycling	Trial of a weekly food waste collection service, alongside weekly collections of absorbent hygiene products and reduction in residual waste collections (tried across 1,500 homes) in conjunction with West Sussex County Council.	Judy Holmes	03/20	12/20		<ul style="list-style-type: none"> • The Council is considering working with West Sussex County Council to trial weekly food waste collections alongside weekly collections of absorbent hygiene products and a reduction in residual waste collections across 1,500 homes • Customer consultation undertaken in Mid Sussex indicates over 55% of those surveyed would like to be able to recycle food waste – this establishes an appetite for the service change in the District • WSCC Project Manager now in post • A timeline has been established; with the trial set to commence in March 2020 and run for 6 to 9 months • Ongoing discussions with WSCC and Serco are taking place.

Parks Investment Programme	To plan and deliver improvements in support of the Play and Amenity Green Space Strategy for six key parks in 2019-21. To plan and deliver six improved playground by March 2021.	Judy Holmes	05/19	06/21		<ul style="list-style-type: none"> • A brief has been developed for consultants to undertake Master Planning at four (Mount Noddy (EG); Victoria Park (HH); Finches Field (Pease Pottage) and St Johns (BH)) of the six parks identified for improvement and tendering will follow shortly; there is a risk that bids for Master Planning may be greater than the budget estimated • St Johns Park has been brought forward to replace Brooklands Park in the Parks Investment Programme for 2019-20 financial year. This exchange will enable the Parks Investment Programme to better align with the Burgess Hill Places and Connectivity Programme. • Funds have been secured to enable planning to begin on the delivery of three improved playgrounds (Twineham, Bolney and John Pears).
Develop strategies for playing pitches, green spaces and community buildings	Agreed strategies for investment in Playing Pitches, Play & Amenity Green Spaces and Community Buildings	Peter Stuart	04/18	03/20		<ul style="list-style-type: none"> • The three strategies are in development, but finalisation delayed pending the work on site allocations • For this reason, the aim is to complete the strategies by March 2020 • There is a consequent risk of additional costs of the work by consultants.

Housing and Planning Portfolio – Cllr Andrew MacNaughton

Development Management

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Validation of planning applications within 5 working days	98.67%	98%		98.67%	98%		576 applications processed in the quarter, compared to 680 in the same quarter last year – a reduction of 15%.
The average time taken to process planning applications (days)	New indicator			65	65		This is a new indicator and measures the average time taken to process all types of applications.
Costs awarded against the Council where the decision of the Council is overturned at Planning appeal	£00			£00			
Processing of planning applications: Major applications within 13 weeks (or agreed extension of time)	94%	80%		100%	80%		13 major applications processed in quarter 1, the same as quarter 1 of the previous year
Processing of planning applications: Minor applications within 8 weeks.	97%	85%		98%	85%		96 minor applications in quarter 1, compared to 106 in the same period last year.
Processing of planning applications: "Other" applications within 8 weeks	98%	94%		100%	94%		291 other applications in quarter 1, compared to 350 in the same quarter of last year.
Planning appeals allowed	21%	33%		29%	33%		

Housing							
	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Number of households assisted to access the private rented sector	24	18		23	19		The Council's Rent in Advance and Deposit Guarantee Scheme helps those without sufficient funds to rent privately. The Private Sector Tenancy and Sustainment Officer works with private landlords to access properties for households that the Council is assisting.
Number of households accepted as homeless	12	20		19	20		
Number of households living in temporary accommodation	59	85		67	85		
Number of households in nightly paid temporary accommodation	New indicator			39	17		The target of 17 for the end of year is being reviewed. The project to acquire the Council's own temporary accommodation will help to reduce the need to use nightly paid guest house accommodation. The aim is to purchase up to 20 properties and lease up to 10. There are currently 11 units in the Council's ownership being used for homeless households. There has been an increase in demand for temporary accommodation due to increased homelessness pressures.
The average amount of time a household has spent in temporary accommodation overall when they leave following the acceptance of a full homelessness duty (days)	New indicator.			244	250		The Council aims to minimise the length of stay in temporary. There are a range of reasons why a household may be prevented from moving on from temporary accommodation which includes having a former tenant debt and the need for a particular type of accommodation in a specific part of the district

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Number of affordable homes delivered (cumulative)	102			80			80 new affordable homes were provided in the quarter of which 15 (19%) are shared ownership and 65 (81%) rented. 40 in Haywards Heath, 26 Burgess Hill, 12 in Bolney and 2 in Handcross.
The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold	New indicator			100	85		5 out of 5 schemes agreed in the quarter met the threshold and achieved the 30% affordable housing requirement.

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End date	Status	Commentary
Improve the provision of Temporary Accommodation for Homeless Households	Deliver 30 units of TA through a mix of acquired and leased properties thereby improving the standard and location of such accommodation whilst also reducing the council's spend on nightly paid guest house	Judy Holmes	08/18	03/20		<ul style="list-style-type: none"> 11 properties acquired. 2/3 more due to be acquired within the £4m budget. Work has started on leasing properties. The numbers of homeless households approaching the council are increasing meaning a commensurate increase in MSDC's legal duties to provide Temporary Accommodation. Project review in progress to inform approach to next stages including the release of the remaining £2.5m identified in the report to Cabinet on 9th July 2018 to achieve the project aims.
Northern Arc	Delivery of the Northern Arc Strategic Development	Judy Holmes	04/18	02/32		<ul style="list-style-type: none"> Project on target Outline planning consent issued for Freeks Farm (DM/18/0509) which provides 460 dwellings and effectively first phase of Northern Arc strategic development. Submission of amended plans/documents for the outline application for the remainder of the Northern Arc (DM/18/5114) was received on time in August. <p>Next steps:</p> <ul style="list-style-type: none"> A Member Update briefing is being provided in late September to give all Members an update of overall progress and latest position on the Northern Arc development. Determination of the Northern Arc outline planning application is currently due to be presented to District Planning Committee on the 3rd October 2019. The Freeks Farm reserved matters application is due to be submitted to the Council for consideration in August 2019. Determination expected within 13 weeks of receipt of application. The full application for the Eastern Bridge and Link Road application is expected mid August 2019 with anticipated committee date in October 2019.

Site Allocations Development Plans	To identify new housing and employment sites across the District to meet the need identified in the District Plan; Identify and safeguard associated community infrastructure needs required to support this level of development	Judy Holmes	04/18	03/21		<ul style="list-style-type: none"> • Project on schedule Next steps: <ul style="list-style-type: none"> • 'Regulation 18' (preferred options) documents to be finalised for Scrutiny Committee 11 September and Council 25 September • Consultation expected to commence early October. • Briefing for Mid Sussex Members w/c 2nd September • Briefing for Town and Parish Councillors w/c 2nd September
Haywards Heath Master Plan	Adopted Supplementary Planning Document (SPD)	Judy Holmes	04/19	03/20		<ul style="list-style-type: none"> • Project on track for Draft SPD to be considered by Committee in October for consultation during Winter 2019 • A second stakeholder workshop is planned.
Conservation Area Appraisal and Management Plan for East Grinstead	Adopted Supplementary Planning Document (SPD)	Judy Holmes	04/19	03/20		<ul style="list-style-type: none"> • Project on track for Draft SPD to be considered by Scrutiny Committee on 23rd October for adoption by Cabinet Member during Autumn 2019.