
7 September 2021

Advisory Committees can meet virtually with appropriate Councillors attending via remote video link. Public access is available via a live stream video through the [Mid Sussex District Council's YouTube channel](#).

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR LEADER, FINANCE AND PERFORMANCE** will be held **VIA REMOTE VIDEO LINK** on **WEDNESDAY, 15TH SEPTEMBER, 2021 at 6.00 pm** when your attendance is requested.

Yours sincerely,
KATHRYN HALL
Chief Executive

A G E N D A

Pages

- | | | |
|----|--|----------------|
| 1. | Roll Call and Virtual Meetings Explanation. | |
| 2. | To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc. | |
| 3. | To receive apologies for absence. | |
| 4. | To receive Declarations of Interests from Members in respect of any matter on the Agenda. | |
| 5. | To confirm the minutes of the meeting held on 19 May 2021. | 3 - 6 |
| 6. | To consider any items that the Chairman agrees to take as urgent business. | |
| 7. | Performance Monitoring for the First Quarter of 2021/22. | 7 - 24 |
| 8. | Scrutiny Committee for Leader Finance and Performance Work Programme 2021-22. | 25 - 26 |

9. Questions pursuant to Council Procedure Rule 10.2 due notice of which has been given.

To: **Members of Scrutiny Committee for Leader, Finance and Performance:** Councillors J Knight (Chair), M Pulfer (Vice-Chair), A Bennett, H Brunsdon, P Coote, R Cromie, A Eves, I Gibson, J Henwood, S Hicks, R Jackson, Andrew Lea, L Stockwell, C Trumble and R Whittaker

**Minutes of a meeting of Scrutiny Committee for Leader, Finance
and Performance
held on Wednesday, 19th May, 2021
from 5.00 - 6.28 pm**

Present: J Knight (Chair)
M Pulfer (Vice-Chair)

| | | |
|------------|-----------|-------------|
| A Bennett | I Gibson | Andrew Lea |
| H Brunsdon | S Hicks | L Stockwell |
| P Coote | J Henwood | C Trumble |
| A Eves | R Jackson | R Whittaker |

Absent: Councillors R Cromie, J Ash-Edwards (Cabinet Member)

Also Present: Councillors P Brown, R de Mierre, S Hillier and N Webster

**Also Present
as Cabinet
Members:** Councillors J Llewellyn-Burke

1 ROLL CALL AND VIRTUAL MEETINGS EXPLANATION.

The Chairman carried out a roll call to establish attendance at the meeting. The Solicitor to the Council provided information on the virtual format of the meeting.

**2 TO NOTE SUBSTITUTES IN ACCORDANCE WITH COUNCIL PROCEDURE
RULE 4 - SUBSTITUTES AT MEETINGS OF COMMITTEES ETC.**

Councillor Clarke substituted for Councillor Cromie.

3 TO RECEIVE APOLOGIES FOR ABSENCE.

Apologies were received from Councillor Cromie and Councillor Ash-Edwards.

**4 TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS IN RESPECT
OF ANY MATTER ON THE AGENDA.**

None.

**5 TO CONFIRM THE MINUTES OF THE MEETING HELD ON 10 MARCH AND 28
APRIL 2021.**

The minutes of the meeting held on 10 March and 28 April 2021 were agreed as a correct record and electronically signed by the Chairman.

6 TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS URGENT BUSINESS.

None.

7 PERFORMANCE OUTTURN 2020/21.

Neal Barton, Policy, Performance and Partnerships Manager introduced the report noting that 74% of performance indicators and 7 out of 8 priority projects were on or above target at the end of the year despite the notable impacts of the pandemic.

The Committee discussed the tender for electric car charging points. It was confirmed that, following legal advice, it had been necessary to abandon the original County wide procurement process because of the winning bidder changing what they were willing to agree at the final contract stages. The Council is required to follow proper procurement rules on contracts over a certain value, and the new tender in conjunction with West Sussex County Council and other Districts and Boroughs will allow for economies of scale and provide a coordinated network for customers to benefit from. The new tender will include a service level agreement and will specify a rapid charger at the Triangle, which together with 26 other named charge sites in Mid Sussex to be installed, subject to site assessments, as a priority during the first phase of contract implementation.

Members discussed the mechanisms in place for setting performance targets, and the definition of 'health check' indicators. In some instances, such as the percentage of household waste sent for reuse, recycling and composting the indicators reflect how they are reported to the Government.

The Policy, Performance and Partnerships Manager clarified queries relating to the staff sickness value, figures for attendance at leisure centres and the target relating to e-forms received from residents. It was also noted that Environmental Health, Revenues and Benefits and the Legal team had experienced a high volume of work over the past year. With the Land Charges team, the turnaround time has slipped slightly but the volume of work has increased, and income is up 34%.

Discussion was held on the rate of return for tenanted non-residential properties and the footfall in the Orchards Shopping Centre. The Head of Corporate Resources agreed to provide a written response to confirm the amount of rent collected and its implication for the budget. A written response was also agreed on the cost related to time spent in temporary accommodation, and how that compares to the budget. Discussion was held on the ability of the Council to hold developers to their agreement to provide affordable housing.

The Committee discussed the Full Fibre project. The Head of Digital and Customer Service confirmed that work is underway, and the Council is keen to engage providers early on so connection can begin before the whole route is completed. The Deputy Leader confirmed that the gigabyte voucher scheme is operational and statistics on the full fibre roll out are available on www.burgesshill.net. A Member Workshop will be arranged to provide a full briefing.

The Chairman took Members to the recommendations contained in the report which were agreed.

RESOLVED

The Committee:

- (i) Noted the Council's outturn performance and progress with Council Priority Projects in 2020/21 and identified any areas where further reporting or information is required; and
- (ii) Advised the Cabinet of any issues that the Committee considers should be given particular consideration at the Cabinet meeting on 7th June 2021.

8 COMMUNITY MANAGEMENT AND ASSET TRANSFER POLICY.

Elaine Clarke, Community Facilities Project Officer introduced the report which sets out a formal process on how Council owned properties are leased to external groups to manage for community benefit.

Members requested that Cabinet consider amending the diversity criteria on p.33 to add '...and comply with all relevant employment and equality legislation'. Also to amend the criteria on p.34 regarding the site being transferred, so that it states '...no reduction of recreation space available to residents unless in exceptional circumstances'.

Members discussed the financial ability and efficacy of the organisation taking on a lease. It was confirmed that Community Services will continue to support local groups in setting up the appropriate infrastructure to enable them to take on the lease successfully and secure the asset for community use in the long term. It was requested that Cabinet consider the Council's contingency capacity, in the event that it is necessary to take a building back from a failed lease agreement.

Discussion was held on the clause prohibiting asset transfers to groups promoting political or religious beliefs, in order to keep the asset available and inclusive for the whole community. It was noted that a religious group could set up a social enterprise to run a building as long as the building remained inclusive for all to attend or they could hire space to run services and activities.

In response to a Member's query on S106 funds, the Community Facilities Project Officer confirmed that the Council is bound by rules set out in Planning Policy documents but acknowledged that multiple S106 contributions sometimes made it harder to deliver on larger projects. With regards to asset purchasing, this would require a business case in the same way as any new asset acquisition.

The Cabinet Member confirmed that the policy formalises current practice and will increase transparency. The Council is keen for community groups to flourish and will provide help to ensure that they can succeed when taking on the lease of a community asset.

The Chairman took Members to the recommendations contained in the report which were unanimously agreed.

RESOLVED

The Committee:

- i) considered the policy principles and process and agreed any comments or recommendations that it wishes to make prior to consideration by Cabinet and Council.

9 COMMITTEE WORK PROGRAMME 2021/22.

The Solicitor to the Council introduced the report noting that the budget and performance measures are the main focus of business for this committee.

Councillor Andrew Lea proposed a motion to amend the start time of this Committee to 6pm for a virtual meeting and 7pm for an in-person meeting. This was seconded by Councillor Henwood.

The Chairman took Members to a vote on this motion which was agreed with 12 in favour, 1 against and 1 abstention.

The Chairman took Members to a vote on the original recommendations contained in the report and the agreed motion on start times. This was agreed with 13 in favour and 1 abstention.

RESOLVED

The Committee agreed the indicative Work Programme as set out at paragraph 5 of the report and agreed the start time of 6pm for a virtual meeting and 7pm for an in-person meeting of this committee.

10 QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10.2 DUE NOTICE OF WHICH HAS BEEN GIVEN.

None.

The meeting finished at 6.28 pm

Chairman

PERFORMANCE MONITORING FOR THE FIRST QUARTER OF 2021/22

REPORT OF: HEAD OF CORPORATE RESOURCES
Contact Officer: Neal Barton, Policy, Performance and Partnerships Manager
Email: Neal.Barton@midsussex.gov.uk Tel: 01444 477588
Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Finance and Performance
15th September 2021

Purpose of Report

1. This report provides the Scrutiny Committee for Leader, Finance and Performance with information about the Council's performance for the first quarter of 2021/22 from April to June 2021.

Summary

2. Performance during the first quarter of 2021/22 has been good overall, with most services performing at or close to target. This is in the context of the continuing challenges to the delivery of Council services arising from the pandemic. 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 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 18th October 2021.**
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4. Introduction

5. One of the functions of the Committee is to regularly monitor the performance of the Council's services, with a view to determining whether any additional scrutiny is required of specific services, particularly if performance is not of a satisfactory level. This report sets out performance in the first quarter of 2021/22 covering the period from 1st April to 30th June 2021.
6. Performance indicator 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:



green – OK. On or exceeding target.



amber – Alert. Off target but under control with mitigation measures in place or is temporary and the target is still deliverable.



red – Warning. Off target and fundamental change or immediate action is required or that the target is no longer viable.



health check – data only with no target.

7. This is a slightly amended traffic light system for indicators at amber and red. The previous system showed indicators at amber if 10 percent or less off target and red if this is over 10 per cent. This produced some anomalies, especially with indicators with a low numerical target. For example, the target for the processing of Housing Benefit changes of circumstances is 8 days and under the previous system this would show as red if performance was 9 days, even though this is only 1 day off target. The new system is considered more useful in alerting Members where there are real concerns about performance and the ability of the service to meet its targets.

Performance Indicators

8. Performance continues to be good across the Council, with a small number of exceptions. The first quarter position in comparison with the same period in the previous financial year is summarised below:

| Quarter 1 |  Green |  Amber |  Red |  Health check | Total |
|-----------|---|---|---|--|-------|
| 2021/22 | 27 (71%) | 9 (24%) | 2 (5%) | 24 | 62 |
| 2020/21 | 36 (75%) | 5 (10%) | 7 (15%) | 15 | 63 |

9. This level of performance is particularly noteworthy given the continuing challenges in quarter 1 arising from the pandemic in the delivery of Council services and in contributing to the District's recovery. These include the changes to working arrangements required to allow Council staff and contractors to carry out their roles safely and in line with the latest government guidance.
10. Some parts of the Council have also had to take on additional responsibilities arising from the pandemic, while continuing to deliver their day-to-day services. These include Revenues and Benefits in administering new grants to local businesses; Environmental Health involvement in ensuring Covid compliant businesses and in Local Outbreak Plans; and Housing with additional responsibilities for providing temporary accommodation.

Council Priority Projects

11. Progress with the Council Priority Projects contained in the Council's Corporate Plan has previously been included in performance reports to this Scrutiny Committee. No Council Priority Projects were specified in the current Corporate Plan for 2021/22. The priority projects from 2020/21 that are ongoing are subject to oversight defined in each project's governance arrangements, including through Management Team, Cabinet and appropriate reporting to Scrutiny Committees.

Conclusions

12. The Council's services continued to perform well in the first quarter of 2021/22, despite the continuing challenges arising from the pandemic. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered.

Risk Management Implications

13. There are no risk management implications associated with this report.

Equalities Implications

14. There are no direct equality implications contained within this report. Equality impact assessments are undertaken within individual services as required.

Sustainability Implications

15. The suite of performance indicators monitored by the Scrutiny Committee contains sustainability-based indicators.

Financial Implications

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

Background papers

Corporate Plan and Budget Report 2021/22.

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Quarter 1 Performance Report 2021-22 to Scrutiny Committee for Leader, Finance & Performance



| PI Status from 2021/22 | |
|---|---|
|  | OK - On or exceeding target |
|  | Alert. Off target but under control with mitigation measures in place or is temporary and the target is still deliverable |
|  | Warning. Off target and fundamental change or immediate action is required or the target is no longer viable |
|  | Data Only |

| Community Portfolio - Cllr Norman Webster | | | | | | | | |
|---|---------|------------|--------|--|------------|--------|---|---|
| Building Control | | | | | | | | |
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| The percentage of plans received by Building Control which are checked within 15 working days | 87% | 92% | 87% |  | 78% | 87% |  | Q1 21/22 - 323 plans checked Q1 20/21 - 197 plans checked Although Building Control achieved their plan checking targets for May and June, the Q1 figures are affected by the value for April of 42% due to resource issues at year end and the increase in applications which were up by 12% on Pre-Covid levels |
| Building Control Site inspections carried out within 24 hours of date requested. | 98% | 99% | 99% |  | 99% | 98% |  | Q1 21/22 - 2,046 inspections Q1 20/21 - 1,063 inspections |

| Community Services, Policy and Performance | | | | | | | | |
|--|-----------|------------|--------|--------|------------|--------|--------|---|
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| Anti-social behaviour cases resolved within 3 months as a percentage of those referred | Data only | 73.7% | | | 68.9% | | | 51 out of 74 ASB cases in Q1 21/22 41 out of 64 ASB cases in Q1 20/21 |
| Overall Crime Rate per 1000 | Data only | 9.19 | | | 10.60 | | | |
| Number of health and wellbeing interventions delivered | 1,250 | 371 | 750 | | 390 | 280 | | The Wellbeing Team are getting more referrals through GP surgeries and from self-referrals as a result of engagement through Workplace and Community Health talks. They are also now able to undertake more face-to-face interventions. |
| Proportion of health and wellbeing interventions resulting in health improvement | 85% | 100% | 80% | | 100% | 85% | | This indicator involves calling back three months after the intervention to monitor whether it has led to a sustained improvement. |

| Environmental Health | | | | | | | | |
|--|---------|------------|--------|--------|------------|--------|--------|--|
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt | 94% | 98% | 94% | | 96% | 94% | | Q1 21/22 - 1,156 service requests Q1 20/21 - 764 service requests |
| Percentage of Environmental Health service requests that are responded to within five working days | 95% | 99% | 95% | | 99% | 95% | | Q1 21/22 - 1,621 service requests Q1 20/21 - 1,420 service requests Requests for services can be across the range of Environmental health activities including licensing, housing standards, environmental protection and food hygiene. Also, COVID-19 related activity. |

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--------------------------------------|-----------|------------|--------|--------|------------|--------|--------|-------------|
| | Target | Value | Target | Status | Value | Target | Status | |
| Disabled Facilities Grants completed | Data only | 38 | | | 28 | | | |

Land Charges

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|---------|------------|--------|--------|------------|--------|--------|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| The percentage of Local Authority Searches replied to within 7 working days | 96% | 86% | 96% | | 100% | 96% | | Q1 21/22 – 1,186 searches Q1 20/21 - 514 searches The number of searches received has been affected by the property market and stamp duty holiday. The full stamp duty holiday ended on 30 th June and the original rates will return from 1st October. |

Legal and Member Services

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|-----------|------------|--------|--------|------------|--------|--------|-------------|
| | 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% | | |
| Number of legal cases which are live as at the end of each month | Data only | 567 | | | 517 | | | |

Customer Services Portfolio - Cllr Ruth de Mierre
Customer Services and Communications

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|-----------|------------|--------|---|------------|--------|---|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| Number of Complaints received | Data only | 43 | |  | 38 | |  | Complaints breakdown- main services in receipt of complaints and causes: Waste & Outdoor Services -19 (delay in delivery of bins, missed collections of communal bins, garden waste service, delays in clearing detritus) Parking – 4 (procedure for issuing of PCNs, appeals procedure, Uber use of council car park) Revenues – 4 (delay in response to discount application, administration of accounts following changes of circumstances) Recovery – 3 (issuing of summons and other recovery notices) Development Managements – 3 (planning application process, delay in enforcement action) Housing Needs – 2 (delay in response to query, lack of availability of suitable social housing). |
| Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard. | 30 | N/A | 30 | N/A | N/A | 30 | N/A | Information is not currently available for this indicator due to the new telephone system and development of new reporting arrangements. Number of calls made to the Contact Centre: Q1 21/22 - 17,592 calls. Q1 20/21- 15,717 calls. In addition to phone calls, Centre staff also dealt with 1,854 personal callers to reception in Q1, against 1,995 in the same period of 20/21. Due to the pandemic, reception at Oaklands has been closed to visitors except for those needing emergency support such as Housing Needs. |

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|-----------|------------|--------|--------|------------|--------|--------|---|
| | Target | Value | Target | Status | Value | Target | Status | |
| Percentage of enquiries resolved at point of Contact | 85% | 88% | 75% | | 94% | 85% | | |
| Number of Compliments received | Data only | 138 | | | 78 | | | Breakdown of compliments by main service areas: Customer Services – 28 Development Management – 23 Waste & Outdoor Services – 15 Revenues - 6 |
| Number of e-forms submitted directly by the public | Data only | 8750 | | | 7896 | | | |
| Monthly customer satisfaction scores | 90% | N/A | 80% | N/A | N/A | 90% | N/A | Information is not currently available for this indicator due to the new telephone system and development of new sampling arrangements to allow customer satisfaction surveys. |
| Percentage of complaints responded to within published deadlines | 100% | 97% | 100% | | 96% | 100% | | The deadline for responding to complaints is to acknowledge within 5 days and respond within 10 working days. Some complaints needed longer investigation times and apologies were provided for the delays. |

Human Resources

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|-----------|------------|--------|--------|------------|--------|--------|-------------|
| | Target | Value | Target | Status | Value | Target | Status | |
| Staff sickness absence rate (Cumulative) | 7.00 | 4.85 | 8.00 | | 0.83 | 1.95 | | |
| Staff turnover | 12% | 8.1% | 12% | | 2.89% | 3% | | |
| Ethnic Minority representation in the workforce - employees | Data only | 4.0% | | | 4.1% | | | |

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|-----------|------------|--------|--------|------------|--------|--------|-------------|
| | Target | Value | Target | Status | Value | Target | Status | |
| Percentage of Employees with a Disability | Data only | 7.0% | | | 6.7% | | | |

ICT and Digital

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|---------|------------|--------|--------|------------|--------|--------|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| The percentage of ICT help desk service requests completed within the target time agreed with the customer | 95% | 97% | 95% | | 97% | 95% | | Q1 21/22 - 1,120 service requests Q1 20/21 - 1,352 service requests |
| Percentage of ICT helpdesk calls outstanding | 15% | 15% | 20% | | 14% | 15% | | |
| Freedom of Information Requests responded to within 20 working days | 100% | 99.2% | 100% | | 99% | 100% | | Q1 21/22 - 257 FOI requests Q1 20/21 - 141 FOI requests |

Revenues and Benefits

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|---------|------------|--------|--------|------------|--------|--------|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| Speed of processing - new Housing Benefit claims | 21 | 21 | 23 | | 21.3 | 21 | | Q1 21/22 - 106 claims processed Q1 20/21 - 135 claims processed |
| Speed of processing - new Council Tax Support claims | 20.0 | 17.1 | 20.0 | | 17.8 | 20.0 | | Q1 21/22 - 403 claims processed Q1 20/21 - 1,205 claims processed |
| Speed of processing - changes of circumstances for Housing Benefit claims | 8 | 4.5 | 8 | | 8.4 | 8 | | Q1 21/22 - 2,570 adjustments Q1 20/21 - 4,532 adjustments |

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|----------|------------|----------|--------|------------|---------|--------|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| Speed of processing - changes of circumstances for Council Tax Support claims | 9.0 | 11.3 | 8.0 | | 10.5 | 9.0 | | Q1 21/22 - 6,252 adjustments Q1 20/21 - 5,689 adjustments Covid-19 has led to an increase in the number of adjustments to Council Tax Support required, despite the introduction of a banded income scheme. The Benefits Team have also had to administer Test and Trace Support and Exceptional Hardship payments (up to £150). |
| Percentage of Council Tax collected | 98.5% | 98.5% | 98.6% | | 29.0% | 29.1% | | Q1 21/22 - £36,108,149 collected Q1 20/21 - £34,119,254 collected There is £6.7m more Council Tax to collect in the financial year 2021/22 than 2020/21. The Job Furlough scheme ends at the 30 th September 2021, which may have an impact on collection. |
| Percentage of Non-Domestic Rates Collected | 16.2% | 93.7% | 92.0% | | 24.0% | 24.3% | | Q1 21/22 - £7,913,381 collected. Q1 20/21 - £7,158,598 collected. The Revenues Team has administered Covid-19 business support grants amounting to £48.5m, with 7,200 grants processed. Some of the business reliefs changed from 100% to 66% (with a cash cap) on the 1 st July 2021, which has meant rebilling a number of businesses. This will lead to an increase in the amount to collect. A further rates relief scheme is expected in the winter in place of some of the COVID19 reliefs. |
| LA Overpayment Error | £105,000 | £34,715 | £112,799 | | £15,507 | £26,250 | | |
| Accuracy in Assessment | 92.5% | 93.9% | 92.0% | | 94.3% | 92.5% | | |

Deputy Leader Portfolio – Cllr Judy Llewellyn-Burke

Finance

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|---------|------------|--------|---|------------|--------|---|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| Percentage of undisputed invoices paid within 10 days of receipt | 95.0% | 97.5% | 95.0% |  | 97.5% | 95.0% |  | Q1 21/22 - 919 invoices Q1 20/21 - 828 invoices |

Property and Asset Maintenance

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--------------------------------------|-----------|------------|--------|---|------------|--------|---|-------------|
| | Target | Value | Target | Status | Value | Target | Status | |
| The percentage of rent due collected | Data only | 87% | |  | 90% | |  | |

Economic Growth Portfolio – Cllr Stephen Hillier

Economic Development

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|-----------|------------|--------|---|------------|--------|---|---|
| | Target | Value | Target | Status | Value | Target | Status | |
| Footfall in the Orchards Shopping Centre, Haywards Heath | Data only | -39.2% | |  | +180.3% | |  | PI shows footfall comparison to the same quarter of 20/21. |
| Micro business grants – funds awarded compared to total grant received | Data only | 100% | |  | N/A | |  | The Micro Business Grants Scheme is not operating in 2021/22 and the PI is being amended to include all economic development grants, such as the forthcoming West Sussex Retail Hub scheme. |

| Parking Services | | | | | | | | |
|--|---------|------------|--------|---|------------|--------|---|---|
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| Cancellation rate of Penalty Charge Notices | 7% | 7% | 7% |  | 7% | 7% |  | 236 PCNs cancelled out of 3,254 issued in Q1. |
| The percentage of pay and display transactions made by cashless payments | 52% | 51.5% | 39% |  | 57% | 52% |  | Cashless payments comprised 49% at machine and 8% via pay by phone platforms. Performance is higher than the estimated target, which is primarily due to changes in customer behaviour during the pandemic. |

Environment & Service Delivery Portfolio – Cllr John Belsey

| Landscapes | | | | | | | | |
|---|---------|------------|--------|--------|------------|--------|--------|--|
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| % Satisfaction with the grounds maintenance service | 95% | N/A | 93% | N/A | N/A | 95% | N/A | Contractor IdVerde has not been able to carry out any surveys in the first quarter due to Covid-19 and social distancing restrictions. |

| Leisure Operations | | | | | | | | |
|--|-----------|------------|--------|---|------------|--------|---|--|
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| The number of visits made to the Leisure Centres | Data only | 0 | |  | 172,684 | |  | Leisure Centres reopened on 12 th April 2021 at reduced capacity. |

| Sustainability | | | | | | | | |
|--|-----------|------------|---------|---|------------|--------|---|---|
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| Usage of Council-owned electric vehicle charging points in public car parks (in kWh) | Data only | 8,690 | |  | 8,978 | |  | Breakdown of usage of charging points in car parks (kWh): Cyprus Road, Burgess Hill – 3,090 Chequer Mead, East Grinstead – 4,466 Hazelgrove Road, Haywards Heath – 1,422 |
| Greenhouse gas emissions from Council buildings (kg) | Data only | 84,501 | 108,619 |  | 59,849 | |  | New emission targets for 2021/22 will be set on completion of the Carbon Baseline and Net Zero Feasibility Study commissioned as part of the evidence base for the new Sustainable Economy Strategy |
| Number of Electric Vehicle Charging Points per 100,000 population | 34 | 22 | 34 |  | 23.2 | 23.2 |  | The annual target assumes delivery of additional charging points in Council car parks in Quarter 4, given the requirement to retender. |

Waste and Outdoor Services

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|---------|------------|--------|---|------------|--------|---|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| % satisfied with refuse collection, recycling collection and street cleansing | 89% | 87% | 87% |  | 86% | 89% |  | The overall satisfaction target was missed due to street cleansing. Satisfaction with both recycling and rubbish collection were above 90% but street cleansing was 72.2%. |
| Amount of waste per household which is disposed of in landfill sites (kilos) | 425 | 116 | 115 |  | 112 | 107 |  | |
| Percentage of household waste sent for reuse, recycling and composting | 44% | 41% | 46% |  | 46% | 46% |  | |

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|-----------|------------|--------|--------|------------|--------|--------|---|
| | Target | Value | Target | Status | Value | Target | Status | |
| Number of subscriptions to green waste composting | Data Only | 21,032 | | | 21,422 | | | |
| Number of missed collections per 100,000 | 60 | 66 | 50 | | 48 | 60 | | |
| % of relevant land assessed as having below acceptable levels of litter | 6% | 6% | 6% | | N/A | 6% | N/A | Assessments are carried out three times per year. No assessment in Quarter 1. |
| % of relevant land assessed as having below acceptable levels of detritus | 8% | 3% | 8% | | N/A | 8% | N/A | |

Housing and Planning Portfolio – Cllr Robert Salisbury

| Development Management | | | | | | | | |
|---|---------|------------|--------|--------|------------|--------|--------|--|
| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
| | Target | Value | Target | Status | Value | Target | Status | |
| Validation of planning applications within 7 working days | 96% | 95% | 96% | | 97% | 96% | | |
| The average time taken to process planning applications | 65 | 65 | 65 | | 77 | 65 | | Q1 21/22 - 510 total applications processed Q1 20/21 - 479 total applications processed The average processing time is above the target due to increased volumes and a small number of applications which took a significant time to determine, mainly around enforcement issues. This is a cumulative figure and is expected to flatten out over the coming months with proactive management of the processing of applications. |

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|-----------|------------|--------|--------|------------|--------|--------|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| Costs awarded against the Council where the decision of the Council is overturned at Planning appeal | Data only | £00 | | | £00 | | | |
| Processing of planning applications: Major applications | 90% | 100% | 85% | | 100% | 90% | | Q1 21/22 - 16 major applications Q1 20/21 - 8 major applications |
| Processing of planning applications: Minor applications | 90% | 98% | 85% | | 97% | 90% | | Q1 21/22 - 78 minor applications Q1 20/21 - 83 minor applications |
| Processing of planning applications: Other applications | 95% | 99% | 94% | | 99% | 95% | | Q1 21/22 - 416 other applications Q1 20/21 - 256 other applications |
| Planning appeals allowed | 33% | 27% | 33% | | 29% | 33% | | |
| Planning Enforcement site visits made within 10 days of complaint | 80% | 84% | 80% | | 87% | 80% | | |

Housing

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|---|-----------|------------|--------|--------|------------|--------|--------|---|
| | Target | Value | Target | Status | Value | Target | Status | |
| Number of households assisted to access the private rented sector | Data Only | 29 | | | 19 | | | As a result of the pandemic there has been an increase in demand for assistance. The Government directed all Councils to house all rough sleepers and to extend the provision of temporary accommodation to all homeless households. These measures have increased the number of households in temporary accommodation. |
| Number of households accepted as homeless | Data Only | 30 | | | 21 | | | |
| Number of households living in temporary accommodation | Data Only | 81 | | | 107 | | | |
| Number of households in nightly paid temporary accommodation | Data Only | 35 | | | 45 | | | |
| The average amount of time a household has spent in temporary accommodation overall when they | Data Only | 188 | | | 203 | | | |

| | 2021/22 | Q4 2020/21 | | | Q1 2021/22 | | | Latest Note |
|--|-----------|------------|--------|---|------------|--------|---|--|
| | Target | Value | Target | Status | Value | Target | Status | |
| leave following the acceptance of a full homelessness duty (days) | | | | | | | | |
| The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold | Data Only | 75% | |  | 67% | |  | At the end of quarter 1 two out of the three s106's signed (67%) for schemes above the affordable housing threshold were policy compliant. This has meant that there has been a loss of 5 affordable housing units on viability grounds. |
| Number of affordable homes delivered (gross) | Data Only | 245 | |  | 63 | |  | |

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SCRUTINY COMMITTEE FOR LEADER, FINANCE AND PERFORMANCE WORK PROGRAMME 2021/22

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, Finance and Performance
15 September 2021

Purpose of Report

1. For the Scrutiny Committee for Leader, Finance and Performance to agree its work programme for 2021/22, in so doing the Committee will note that this meeting is still being held with Covid restrictions in place.

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 indicative Work Programme as set out at paragraph 5 of this report.**
-

Background

4. It is usual for Committees to agree its 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 indicative Work Programme for 2021/2022 is set out below:

| Meeting Date | Item | Reason for Inclusion |
|--------------|--|---|
| 10 Nov 2021 | Draft Corporate Plan and Budget 2022-23 – Consultation Process. | Annual report |
| | Capital Programme Monitoring. | Annual report |
| | Performance Monitoring for the 2 nd Quarter of 2021/22. | To report on the Council's performance in the second quarter. |
| 12 Jan 2022 | Draft Corporate Plan and Budget 2022-23 | Annual report |
| 9 March 2022 | Performance Monitoring for the 3 rd Quarter of 2021/22. | To report on the Council's performance in the third quarter. |

Policy Context

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

Financial Implications

7. None.

Risk Management Implications

8. None.

Sustainability Implications

9. None

Background Papers

10. None.