
10 May 2022

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, 18TH MAY, 2022 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 27 March 2022.	3 - 8
6. To consider any items that the Chairman agrees to take as urgent business.	
7. Performance Outturn 2021/22.	9 - 32
8. Scrutiny Committee for Leader, Finance and Performance Work Programme 2022/23.	33 - 34

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, A Eves, J Henwood, S Hicks, R Jackson, Andrew Lea, C Phillips, S Smith, L Stockwell, C Trumble and R Whittaker

**Minutes of a meeting of Scrutiny Committee for Leader, Finance
and Performance
held on Tuesday, 22nd March, 2022
from 6.00 - 7.34 pm**

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

A Bennett	I Gibson	C Trumble
H Brunsdon	J Henwood	R Whittaker
P Coote	S Hicks	J Dabell
R Cromie	R Jackson	
A Eves	Andrew Lea	

Absent: Councillors L Stockwell

Also Present: Councillors P Brown, R Clarke and S Hatton

Also Present As Cabinet Member: Councillors J Belsey, J Ash-Edwards and R De Mierre.

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 reasons for the virtual meeting.

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

Councillor Dabell substituted for Councillor Stockwell.

3 TO RECEIVE APOLOGIES FOR ABSENCE.

Apologies were received from Councillor Stockwell.

**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 12 JANUARY 2022.

The minutes of the meeting held on 12 January 2022 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 SUSTAINABLE ECONOMY STRATEGY AND ACTION PLAN 2022-2025.

The Chairman introduced the report, acknowledging the work of the cross-party working group and noting that the strategy brings together the Council's economic development, sustainability and climate change work for the first time, recognising their intrinsic link.

The Strategy sets out how the Council will support the Government's policy of Net Zero by 2050 and provides a clear stance on these issues based on economic growth, job creation, conservation of the environment and practical actions to achieve Net Zero. He noted that following a recent Member workshop, Officers and Members have indicated that in general they are comfortable with the strategy.

Judy Holmes, Assistant Chief Executive provided an introduction noting that it was unusual to have a three year strategy which is relatively short for Local Authorities. This is a deliberate decision acknowledging the fast-moving nature of this workstream and the challenging environment, requiring a need to be agile. She confirmed that the work was commissioned by this Scrutiny Committee with a working group to oversee the development. The group met 8 times, supported by external consultants Ricardos and Scott Marshall Associates. The working group also had the opportunity to comment on two drafts of the strategy. The Strategy will be subject to a review of relevance on a regular basis and there are already some amendments to make before it is published.

As Chairman of the working group, Councillor Pulfer reiterated the comments made by the Assistant Chief Executive and thanked all Councillors for their valuable input.

Discussion was held on the Vision in the document which is to be 'a vibrant District that is attractive, resilient and innovative that balances social well-being, environmental protection and sustainable economic growth'. The Chairman acknowledged that there was general agreement with the Vision. A Member noted that it did not include reference to carbon reduction and climate change but it was acknowledged that the wording had been discussed at length by the working group who felt the wording in the document was balanced and appropriate. Discussion was also held on the infographics on p.22 and it was noted that additional statistics mentioned were included in the report and could be pulled through into the infographic if the Committee agreed. The external consultant Scott Marshall confirmed that the real-life satisfaction figure quoted was a score on a scale of 1 to 10.

The Assistant Chief Executive highlighted that the strategy was based on the 17 UN goals organised around three themes of People, Place and Partnership, with objectives to help deliver these. Councillor Alison Bennet proposed an amendment to Objective 8 as detailed below:

To commit to the development of the Mid Sussex Nature Recovery Plan to deliver Objective 8 of the Sustainable Economy Strategy and the Plan will:

1) set out how Mid Sussex District Council will allocate resources to meet the strengthened biodiversity duty contained in the Environment Act 2021

2) begin by contracting a consultant to deliver a short-term desk based natural capital mapping of Mid Sussex that will form the basis of a Mid Sussex nature recovery network, be budgeted from the Sustainability and Climate Change special reserve and will be conducted using West Sussex County Council's project mapping tool to ensure coherence.

This was seconded by Councillor Pulfer and supported by the Deputy Leader. The Chairman took Members to a vote on the amendment which was agreed.

Discussion was held on the KPI's included in the Strategy including the relevance of measuring footfall verses dwell time in retail centres, retail vacancy rates, the target around active travel and the need to continue engagement with local colleges to provide skillsets in delivering green technologies. The Assistant Chief Executive confirmed that the Ricardo study is due to be delivered by the end of April and will be used as an important evidence base to inform KPIs both in this Strategy and the quarterly KPI reporting. A Member requested that when data is updated within the profile, Members are made aware of the specific changes.

Members considered the agile nature of the Strategy and the need to be cautious about adding too many amendments to the success measures at this stage in order to allow it to evolve with the many partners involved, particularly as the Council is often an influencer rather than the direct deliverer of some of the initiatives.

Discussion was held around electric vehicles and charging facilities. Councillor Andrew Lea proposed an amendment to Objective 10 to include an additional bullet point stating:

Monitor, and where appropriate support other sustainable low carbon dioxide vehicle technologies.

This was seconded by Councillor Henwood. The Chairman took Members to a vote on the amendment which was agreed unanimously.

The Action Plan was considered by the Committee and Councillor Alison Bennett proposed an amendment to Objective 3 concerning pay inequality for women proposing that it reads:

Increase hourly female earnings from 95% to 100% of male hourly pay amongst workers in Mid Sussex by the end of the strategy period.

This was seconded by Councillor Eves. A counter amendment was put forward by Councillor Lea suggesting it should be to promote equality of pay for all groups within Mid Sussex and discussion was held on both options. The Chairman took Members to a vote on the amendment by Councillor Bennett which was agreed with 7 in favour, 3 against and 5 abstentions.

Discussion was held around Objective 6 and the package of support for local businesses to improve the sustainability of their organisations. The Committee also considered the Profile and Impact Assessment, noting that an amendment is required under 'education and qualifications' bullet point three (p.71) to recognise that Haywards Heath 6th Form College is now open.

Following discussion, the Chairman took Members to the recommendations contained in the report (including the confirmed amendments) which were agreed.

RESOLVED

The Scrutiny Committee:

- (i) Considered and commented on the draft Sustainable Economy Strategy and Action Plan 2022-2025 attached as Appendix 1;
- (ii) Recommends to Council that the draft Sustainable Economy Strategy and Action Plan 2022-2025 (as amended) be approved.

8 PERFORMANCE MONITORING FOR THE THIRD QUARTER OF 2021/22.

Neal Barton, Policy, Performance and Partnerships Manager introduced the report noting that overall performance was generally good with 76% of indicators showing green. He noted that some services are still affected by the Pandemic and the recovery programme, including Environmental Health, Housing Services and Revenues and Benefits. The Land Searches team are also affected by the current state of the property market.

The Committee discussed the data held on calls coming in via the Contact Centre. The Head of Digital and Customer Services noted that data is held on all calls received which assists in determining ways to improve how information is shared with residents. Staff turnover and sickness levels were also discussed and the Head of Digital and Customer Services confirmed that a number of measures are in place to manage staff training, support and recruitment including liaising with other Local Authorities in order to manage turnover. Measures are also in place to monitor and assist staff related to dependency leave requirements.

Members discussed issues with downloading large documents on the Planning Portal, and the Council's position in relation to cyber-attacks. The Head of Digital and Customer Services noted that more information will be provided at a Digital briefing to all Members in coming weeks. Discussions were also held on the figures related to electric charging vehicles, the availability of information related to successful planning enforcement cases (further details of which will be provided in a future briefing) and how to increase the percentage of household waste being recycled. It was also requested that the word 'cumulative' be added to the figure related to affordable housing as it is not a quarterly figure.

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

RESOLVED

The Scrutiny Committee:

- (i) Noted the Council's performance in the third quarter of the year and identified any areas where further reporting or information is required;
- (ii) Advised the Cabinet of any issues that the Committee considers should be given particular consideration at the Cabinet meeting on 9th May 2022.

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

None.

The meeting finished at 7.34 pm

Chairman

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PERFORMANCE OUTTURN 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
18th May 2022

Purpose of Report

1. This report sets out the Council's outturn performance for the year 2021/22, 1st April 2020 to 31st March 2022. It provides the Scrutiny Committee for Leader, Finance and Performance with an analysis of performance over the past year using the suite of performance indicators previously agreed.

Summary





2. Outturn performance for 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 in the past year 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 outturn performance for 2021/22 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 6th June 2022; and**
 - (iii) **Agree the changes to the bundle of indicators to be monitored by the Committee in 2022/23.**
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Introduction

4. 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.
5. Outturn performance indicator information for 2021/22 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.

Performance Indicators

6. Performance continues to be good across the Council, with a small number of exceptions. The outturn position in comparison with the previous financial year is summarised below:

Outturn	 Green	 Amber	 Red	 Health check	Total
2021/22	30 (71%)	7 (17%)	5 (12%)	25	67
2020/21	32 (74%)	7 (16%)	4 (9%)	23	66

7. This level of performance is particularly noteworthy given the continuing challenges arising in the last year from the pandemic in the delivery of Council services and 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 government guidance.
8. 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, Environmental Health and Housing.
9. The performance indicator appendix would normally show performance information for 2021/22 and comparison with the previous year 2020/21. The outturn performance for 2019/20 has also been included, which broadly illustrates pre Covid performance given that the first lockdown commenced in March 2020.
10. The Committee has previously requested that information should be provided in the end of year report on planning enforcement activity. This is included in the Development Management section of Appendix A.

Proposed changes to performance indicators to be monitored in 2022/23

11. Some amendments are proposed to the bundle of indicators to be monitored by the Committee for 2022/23, which are shown at Appendix B. The proposed amendments have arisen from the preparation of Service Plans for 2022/23 and Member discussion of the performance reports at previous meetings of the Scrutiny Committee over the past year.
12. The rationale for the proposed changes is included in the appendix. Overall, the changes are designed to provide a balance between introducing relevant new indicators and ceasing to monitor ones that are no longer relevant or where the source information is not available.

Conclusions

13. The Council's services performed well in 2021/22, despite the continuing challenges arising from the pandemic. Where performance was below target, corrective action aimed at improvement has been planned and is being delivered.

Risk Management Implications

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

Equalities Implications

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

Sustainability Implications

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

Financial Implications

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





Background papers





None.









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Scrutiny Committee for Leader, Finance and Performance 2021-2022 Outturn Performance Report



PI Status	
	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								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
The percentage of plans received by Building Control which are checked within 15 working days	92%	93%	87%		92%	87%		2021/22 = 1,068 plans checked 2020/21 = 1,066 plans checked
Building Control Site inspections carried out within 24 hours of date requested.	99%	99%	99%		98%	98%		2021/22 = 6,902 site inspections 2020/21 = 6,961 site inspections

Community Services, Policy and Performance								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Anti-social behaviour cases resolved within 3 months as a percentage of those referred	60%	65.9%	Data only		82%	Data only		2021/22 = 198 out of 240 ASB cases resolved 2020/21 = 184 out of 279 ASB cases resolved
Overall Crime Rate per 1000	47.83	41.52	Data only		N/A	Data only		Crime information awaited from the Home Office.
Number of health and wellbeing interventions delivered	2,312	1,078	1,700		1,785	1,250		The Wellbeing Team were able to recommence more face-to-face community outreach, weight off workshops and workplace health activities in 2021/22. They are also getting more referrals from GP surgeries.
Proportion of health and wellbeing interventions resulting in health improvement	85%	92%	80%		97.5%	85%		This indicator involves calling back three months after the intervention to monitor whether it has led to a sustained improvement.

Environmental Health								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt	97%	97%	94%		98%	94%		2021/22 = 4,149 service requests 2020/21 = 4,254 service requests
Percentage of Environmental Health service requests that are responded to within five working days	99%	98%	95%		99%	95%		2021/22 = 5,141 service requests 2020/21 = 5,857 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.



Disabled Facilities Grants completed	137	134	Data only		91	Data only		
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Land Charges								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
The percentage of Local Authority Searches replied to within 7 working days	100%	56%	96%		100%	96%		2021/22 = 3,845 searches received. 2020/21 = 3,865 searches received


Legal and Member Services								
	2019/20	2020/21			2021/22			Latest Note
	Value	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	434	567	Data only		485	Data only		

Deputy Leader Portfolio – Cllr John Belsey



Finance





	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Percentage of undisputed invoices paid within 10 days of receipt	95.8%	95.6%	95.0%		98.2%	95.0%		2121/22 = 4,499 invoices processed 2020/21 = 3,822 invoices processed







Landscapes









	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
% Satisfaction with the grounds maintenance service	96%	N/A	93%	N/A	80.19%	95%		The contractor was not able to carry out face-to-face surveys due to the pandemic. A new online survey was launched in January for the Q4 result. Online based feedback often leads to a downturn in satisfaction as people are more inclined to freely express negative views. However, the data we receive is much richer and more timely and is therefore much more useful in informing decisions around service improvements.


Property and Asset Maintenance





	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Footfall in the Orchards Shopping Centre, Haywards Heath	+3.38%	-34.86%	Data only		+29.1%	Data only		The PI shows the Orchards footfall in comparison to the previous year.







The percentage of rent due collected	95%	87%	Data only		93.5%	Data only		
Return on tenanted non-residential property portfolio	6.4%	6.8%	Data only		8%	Data only		

Waste and Outdoor Services								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
% satisfied with refuse collection, recycling collection and street cleansing	85%	90%	87%		85%	89%		Customer satisfaction is slightly below target, although this is not unexpected. This is a result of a recent move away from telephone surveys to online based feedback, which often leads to a downturn in satisfaction as people are more inclined to freely express negative views. This is likely to be a permanent change, and the early data from the new online surveys will be used to inform potential future targets. However, the data we receive from the online surveys is much richer and more timely and is therefore much more useful in informing decisions around service improvements.
Amount of waste per household which is disposed of in landfill sites (kilos)	421	454	460		439	425		The target for 2021/22 was set in anticipation of the pandemic, and its impacts, coming to an end earlier than it did. The amount of waste to landfill in 2021/22 reflects a national trend which is directly attributable to the pandemic, as more people continue to enjoy the flexibility of hybrid working and generate more waste at home, rather than at work.
Percentage of household waste sent for reuse, recycling and composting	44%	43%	46%		44%	44%		















Number of subscriptions to green waste composting	20,008	21,032	Data only		22,389	Data only		
Number of missed collections per 100,000	45	53	50		41	60		
% of relevant land assessed as having below acceptable levels of litter	9%	6%	6%		7%	6%		Over the past two years more residents have sought to enjoy the local area, reflecting the national trend of more people making more use of local amenities. Whilst this is welcomed, it has placed additional demand on street cleansing services. As a result, the level of litter has slightly increased.
% of relevant land assessed as having below acceptable levels of detritus	7%	6%	8%		6%	8%		



Economic Growth and Net Zero Portfolio – Cllr Stephen Hillier								
Economic Development								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Micro business grants – funds awarded compared to total grant received	100%	100%	Data only		N/A	Data only	N/A	The Micro Business Grants Scheme did not operate in 2021/22. The Independent Retailers Grants Scheme ran this year, which is a County-wide funded scheme to provide training and grants to independent retailers. Mid Sussex had £80k to award, with £7k contributed to a County wide on-line retail training hub and £69k awarded to 23 Mid Sussex retailers at the Cabinet Grants Panel meeting on 21 st February.











Parking Services								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Cancellation rate of Penalty Charge Notices	8%	7%	7%		7%	7%		2021/22 = 932 cancelled out of 13,362 notices issued. 2020/21 = 567 cancelled out of 8,088 notices issued.
The percentage of pay and display transactions made by cashless payments	38%	51.5%	39%		59%	52%		The increase in cashless payments shows the implications of the pandemic for popularising payments by card and mobile phone app.







Sustainability								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Number of Electric Vehicle Charging Points per 100,000 population	New	22.5	34		23.7	34		The annual target assumed delivery of an additional 26 charging points in Council car parks in 2021/22. This was delayed by the need to retender the contract for the installation of new and replacement chargers. The first stage of installations has commenced, which will cover 13 Council car parks.
Usage of Council-owned electric vehicle charging points in public car parks (in kWh)	13,513	32,722	Data only		17,653	Data only		Breakdown of usage of charging points in car parks (kWh): Cyprus Road, Burgess Hill – 3,522 Chequer Mead, East Grinstead – 6,350 Hazelgrove Road, Haywards Heath – 7,781 There have been reliability issues with the chargers in these car parks. The first phase of new installations includes replacement of the existing chargers. The new contract covers maintenance of the chargers, with a target to exceed 95% of uptime for each charge point.
Greenhouse gas emissions from Council buildings (kg)	519,869	251,172	Data only		257,709	Data only		New emission targets for 2022/23 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

Housing and Planning Portfolio – Cllr Robert Salisbury




Development Management								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Validation of planning applications within 7 working days	98%	93%	96%		98%	96%		2021/22 = 2,609 applications processed 2020/21 = 2,541 applications processed
The average time taken to process planning applications (days)	64	65	65		72	65		The length of time taken to consider applications and secure a satisfactory resolution is dependent on a number of factors, including negotiating high quality schemes through re-design and S106 Agreements to secure necessary infrastructure. This often leads to an extension in time taken to determine an application, but does not reflect a poor service, rather a service which is seeking to ensure best outcomes.
Costs awarded against the Council where the decision of the Council is overturned at Planning appeal	£1400	£00	Data only		£00	Data only		
Processing of planning applications: Major applications within 13 weeks (or agreed extension of time)	100%	98%	85%		98%	90%		2021/22 = 57 major applications processed 2020/21 = 45 major applications processed
Processing of planning applications: Minor applications within 8 weeks	99%	98%	85%		98%	90%		2021/22 = 265 minor applications processed 2020/21 = 320 minor applications processed
Processing of planning applications: Other applications within 8 weeks	100%	100%	94%		99%	95%		2021/22 = 1,384 other applications processed 2020/21 = 1,065 other applications processed
Planning appeals allowed	19%	27%	33%		22%	33%		





Planning Enforcement site visits made within 10 days of complaint	New PI	84%	80%		90%	80%		In 2021/22, the Planning Enforcement Team investigated some 450 alleged breaches of planning control and issued: 6 x Enforcement Notices 1 x Injunction 2 x Temporary Stop Notices 2 x Breach of Condition Notices 11 x Planning Contravention Notices 3 x s.330 Requisition Notices 2 x prosecutions authorised; 1 is awaiting a court date, the other has been held in abeyance as works to comply with an enforcement notice have commenced. 3 further enforcement notices have been authorised and await issue.
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Housing								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Number of households assisted to access the private rented sector	77	103	Data only		67	Data only		As a result of the pandemic there has been a continued 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	77	100	Data only		62	Data only		
The number of households approaching the Council with a housing enquiry (excludes telephone calls)	817	645	Data only		726	Data only		
Number of households living in temporary accommodation	83	81	Data only		101	Data only		
Number of households in nightly paid temporary accommodation	48	35	Data only		53	Data only		

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)	249	196	Data only		293	Data only		
The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold	89%	75%	Data only		62%	Data only		8 out of the 13 s106's signed (62%) for schemes above the affordable housing threshold in the year to date were policy compliant. This has meant that there has been a shortfall in provision of 63 affordable housing units on viability grounds, with 349 new affordable homes delivered in 2021/22.
Number of affordable homes delivered (gross)	214	245	Data only		349	Data only		The 349 new affordable homes delivered comprised 299 for rent and 50 shared ownership.

Leisure and Customer Services Portfolio – Cllr Ruth de Mierre

Customer Services and Communications								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Number of Complaints received	230	181	Data only		167	Data only		<p>Complaints breakdown by service area and summary of main reasons for complaints in 2021/22:</p> <p>Waste & Outdoor Services – 75 (new clinical waste arrangements, garden waste collection service, missed bins, alleged behaviour of Serco crews).</p> <p>Revenues – 41 (issuing of summonses and other recovery notices, administration of Council Tax accounts)</p> <p>Development Management – 16 (planning application process, planning enforcement action)</p> <p>Parking – 8 (attitudes of Civil Enforcement Officers and issuing of Penalty Charge Notices)</p> <p>Community Services, Policy & Performance – 8 (ASB action taken and the process, issuing of Community Protection Notices)</p> <p>Housing Needs – 4 (delays in response to query, tone of response, lack of availability of suitable social housing)</p> <p>Planning Policy & Economy – 4 (delay in grant payment, Place and Connectivity pathways)</p>
Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard.	19	21	30		N/A	30	N/A	<p>Information is not available for this indicator in 2021/22 due to the new telephone system and development of new call routing and reporting arrangements.</p> <p>As well as switchboard, the Centre receives direct line calls for 11 Council services.</p> <p>Number of calls made to the Contact Centre:</p>

								<p>2021/22 – 62,568 calls (excludes some direct line service calls currently unable to be collated) 2020/21- 73,525 calls. In addition to phone calls, Centre staff also dealt with 9,221 personal callers to reception in 21/22, against 6,839 in 20/21 and 34,535 in 19/20. Due to the pandemic, reception at Oaklands has been open for those needing emergency support such as Housing Needs.</p>
Percentage of enquiries resolved at point of Contact	89%	92%	75%		63%	85%		<p>Reporting of this indicator is still being developed. The PI and target previously only included automated e-form figures into the resolution statistics, but this year now covers telephone calls into the contact centre – i.e. what percentage of calls are resolved on that single call. The contact centre currently deals with 11 services, so a large percentage of calls still need to be passed on (to housing for example). These calls have started to be removed from the resolution statistics to give a 'truer' figure for the PI.</p>
Number of Compliments received	366	575	Data only		320	Data only		<p>Breakdown of main services in receipt of compliments in 2021/22: Customer Services – 119 Waste & Outdoor Services - 70 Development Management – 59 Landscapes – 14 Revenues - 12 Democratic Services - 6 Wellbeing – 6 Environmental Health – 5 Planning & Building Control Support - 5 Benefits – 4 Housing Enabling - 4</p>

Number of e-forms submitted directly by the public	24,484	27,011	Data only		28,886	Data only		
Monthly customer satisfaction scores	100%	96%	80%		96%	90%		Customer satisfaction is being measured by phoning back a sample of customers who had previously contacted the Customer Service Centre to gain their feedback on how the call was dealt with.
Percentage of complaints responded to within published deadlines	98%	94%	100%		99%	100%		The deadline for responding to complaints is to acknowledge within 5 days and respond within 10 working days.

Human Resources								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Staff sickness absence rate (days per FTE)	7.61	4.85	8.00		6.18	7		
Staff turnover	10.16%	8.1%	12%		13.66%	12%		13.66% turnover represents 42 staff leaving the Council in the year. Following greater control of the pandemic at a national level there is a more active labour market. Job vacancies are at an all-time high and it was always anticipated that slightly more turnover may result when this point was reached. Exit interviews continue to be used to monitor reasons for departure and identify any appropriate actions.
Ethnic Minority representation in the workforce - employees	3.8%	4.0%	Data only		4.2%	Data only		
Percentage of Employees with a Disability	7.0%	7.0%	Data only		6.2%	Data only		

ICT and Digital								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
The percentage of ICT help desk service requests completed within the target time agreed with the customer	95%	95%	95%		97%	95%		2021/22 = 4,385 service requests 2020/21 = 4,951 service requests
Percentage of ICT helpdesk calls outstanding	21%	19%	20%		15%	15%		
Freedom of Information Requests responded to within 20 working days	99%	99.4%	100%		99.54%	100%		2021/22 = 923 out of 931 FOI requests in target time 2020/21 = 952 out of 966 FOI requests in target time

Leisure Operations								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
The number of visits made to the Leisure Centres	1,747,464	151,617	Data only		1,088,720	Data only		Following a number of lockdowns during 2020/21, Leisure Centres were able to reopen on 12 th April 2021 at reduced capacity. Demand continues to increase gradually each month, but remains suppressed. Income has been steadily improving since April 2021 and reached 77% of pre-Covid levels in February 2022 (which is in-line with national trends). However, expenditure has increased rapidly since October due to significantly increased energy costs.

Revenues and Benefits								
	2019/20	2020/21			2021/22			Latest Note
	Value	Value	Target	Status	Value	Target	Status	
Speed of processing - new Housing Benefit claims (days)	19	20.1	23		19.6	21		2021/22 = 445 claims processed 2020/21 = 463 claims processed
Speed of processing - new Council Tax Support claims (days)	20.0	16.6	20.0		16.5	20.0		2021/22 = 1,603 claims processed 2020/21 = 2,620 claims processed
Speed of processing - changes of circumstances for Housing Benefit claims (days)	7.0	6.4	8.0		6.7	8.0		2021/22 = 9,796 change of circumstances 2020/21 = 12,478 changes of circumstances
Speed of processing - changes of circumstances for Council Tax Support claims (days)	8.0	8.5	8.0		11.2	9.0		2021/22 = 20,848 change of circumstances 2020/21 = 18,397 changes of circumstances COVID19 has led to an increase in the number of adjustments to Council Tax Support required. The change in the scheme to enforce the Minimum Income Floor and the increase in Universal Credit claims means that there was an increase in the number of changes compared to the previous year. The Benefits Team have also had to administer Test and Trace Support and Exceptional Hardship payments.
Percentage of Council Tax collected	98.3%	98.5%	98.6%		98.3%	98.5%		2021/22 = £122,877,538 collected 2020/21 = £115,314,106 collected Despite being 0.2% down on collection, the team collected over £7m more in 2021/22 in a year still greatly impacted by COVID19.
Percentage of Non-Domestic Rates Collected	95.3%	93.7%	92.0%		96.4%	91.0%		2021/22 = £41,315,354 collected 2020/21 = £26,775,043 collected Some of the business reliefs changed from 100% to 66% (with a cash cap) on the 1 st July 2021,

								including additional Covid support, which meant rebilling a number of businesses and an increase in the amount to collect. The Non-Domestic Rates collection target has been exceeded. The team has also paid Covid related business grants totalling nearly £50m over 2 years, with 7,517 grants processed and a new COVID19 Additional Relief Fund scheme to administer.
LA Overpayment Error	£44,121	£34,715	£112,799	✓	£54,987	£105,000	✓	
Accuracy in Assessment	93.6%	93.9%	92.0%	✓	94.1%	92.5%	✓	

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Proposed Changes to Performance Indicators to be monitored by the Scrutiny Committee in 2022/23

Service Area	Measure	Proposal and Reason for Change
Waste	ADDITIONAL INDICATOR The percentage of fly tips removed within one working day of notification.	Fly tipping has been raised on several occasions at meetings of the Committee and is not currently covered by the waste performance indicators reported to Members. The proposed additional performance indicator is already monitored by the Waste Team.
Development Management	INDICATOR FOR DELETION Average time taken to process all planning applications (days)	It is proposed to delete this PI for the following reasons: <ul style="list-style-type: none"> • This is a cumulative indicator and a few applications that may take over a year to process can distort the average time figure. • This is a local indicator, which is not reflected in any national performance indicators, is not reported externally and the 65-day target is not based upon any benchmarking information. • Performance will still be reported against the statutory indicators that cover the percentage dealt with in the statutory timeframes of 13 weeks for majors and 8 weeks for minors and other applications unless otherwise agreed with the applicant. Very few applications go over the target date, with performance against these targets for 21/22 at 98% for majors, 98% for minors and 99% for others.
Customer Services and Communications	INDICATOR FOR DELETION Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard.	A new telephone system based around Teams was introduced at the Council in December 2020. The management information module attached to this has not allowed the average waiting time to be monitored, so it is not possible to measure this indicator. There are other Customer Services PIs in the suite of indicators monitored by the Committee that cover the quality of call answering, including the percentage of enquiries resolved at point of contact and monthly customer satisfaction scores. There has also been a series of "Deep Dive" analyses of customer contacts to improve customer service.

Service Area	Measure	Proposal and Reason for Change
Sustainability – electric vehicle charging points	INDICATOR FOR AMENDMENT Number of Electric Vehicle Charging Points per 100,000 population REPLACE WITH Number of electric vehicle charging points in Council car parks ADDITIONAL INDICATOR % uptime for electric vehicle charging points	The new electric vehicle charging points installation and maintenance contract has come into force. The current PI for the Number of Electric Vehicle Charging Points per 100,000 population covers all publicly available charge points, not just those provided by the Council. The amended PI will monitor the success of the new contract in delivering the Council’s planned installations. It is important that the charge points provided are properly maintained and consistently available for customers. The new contract also covers maintenance of the charge points and includes a target to exceed 95% uptime, which is proposed as a new indicator to be monitored by the Committee.
Economic Development	INDICATOR FOR AMENDMENT Micro business grants – funds awarded compared to total grant received Change to Business grants – funds awarded compared to total grant received.	The Micro Business Grants Scheme was not operating in 2021/22 and it is proposed to amend the indicator to measure the take up of all Business Grants. This will gauge how well the business grants criteria has been communicated to applicants and the operation of the Economic Development Service.

SCRUTINY COMMITTEE FOR LEADER, FINANCE AND PERFORMANCE WORK PROGRAMME 2022/23.

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
18 May 2022

Purpose of Report

1. For the Scrutiny Committee for Leader, Finance and Performance to agree its work programme for 2022/23 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 2022/23 is set out below:

Meeting Date	Item	Reason for Inclusion
18 May 2022	Performance Outturn 2021-22	To report on the Council's outturn performance for the year 2021/22
21 September 2022	Performance Monitoring for the 1st Quarter	To report on the Council's performance in the first quarter.
9 November 2022	Draft Corporate Plan and Budget 2023-24 – Consultation Process.	Annual Report
	Capital Programme Monitoring	Annual Report

	Performance Monitoring for the 2nd Quarter	To report on the Council's performance in the second quarter.
11 January 2023	Draft Corporate Plan and Budget 2023/24.	Annual report
8 March 2023	Performance Monitoring for the 3 rd Quarter of 2022/23.	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.