



North Tyneside Council

# Overview, Scrutiny & Policy Development Committee

Friday, 6 January 2023

**Monday, 16 January 2023** 0.02 Chamber - Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **commencing at 6.00 pm.**

## Agenda Item

## Page

|    |   |                  |
|----|---|------------------|
| 1. | <b>Appointment of Substitute Members</b><br><br>To be notified of the appointment of any Substitute Members.  |                  |
| 2. | <b>Declarations of Interest and Dispensations</b><br><br>You are invited to declare any registerable and/or non registerable interests in matters appearing on the agenda, and the nature of that interest.<br><br>You are also invited to disclose any dispensation in relation to any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.<br><br>Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting. |                  |
| 3. | <b>Minutes</b><br><br>To confirm the minutes of the meeting held on 30 November 2022.   | <b>5 - 10</b>    |
| 4. | <b>2023/24 Budget Scrutiny Sub-group report</b><br><br>To consider the report produced by the Budget Scrutiny Sub-group.  | <b>To Follow</b> |
| 5. | <b>Technical Services Partnership - Capita Update</b><br><br>To receive an update on the performance of the Technical Services Partnership.   | <b>11 - 36</b>   |

Members of the public are entitled to attend this meeting and receive information about it. North Tyneside Council wants to make it easier for you to get hold of the information you need. We are able to provide our documents in alternative formats including Braille, audiotape, large print and alternative languages.

|    |  |                |
|----|--|----------------|
| 6. | <b>Exclusion Resolution</b><br><br>That under Section 100A (4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part 2 of Schedule 12A of the Act, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of the Schedule 12A to the Act. |                |
| 7. | <b>Technical Services Partnership - Financial Information</b>  | <b>37 - 40</b> |

**Circulation overleaf ...**

## **Members of the Overview, Scrutiny & Policy Development Committee**

Councillor Mrs Linda Arkley OBE  
Councillor Julie Cruddas  
Councillor Muriel Green  
Councillor Janet Hunter (Chair)  
Councillor Jim Montague  
Councillor Erin Parker-Leonard  
Councillor Willie Samuel  
Councillor Matt Wilson

Councillor Debbie Cox  
Councillor Davey Drummond  
Councillor Margaret Hall (Deputy Chair)  
Councillor Joe Kirwin  
Councillor Andy Newman  
Councillor Matthew Thirlaway  
Councillor Judith Wallace

Ms Fiona Burton, Parent Governor Representative  
Mr Stephen Fallon, Church Representative  
Rev Michael Vine, Church Representative

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# Public Document Pack Agenda Item 3

## Overview, Scrutiny & Policy Development Committee

**Wednesday, 30 November 2022**

Present: Councillor M Hall (Deputy Chair in the Chair)  
Councillors L Arkley, Janet Hunter, J Kirwin, E Parker-  
Leonard, M Thirlaway, M Wilson, P Earley and  
G Westwater

In attendance:  
Ms F Burton – Parent Governor Representative  
Rev M Vine – Church Representative  
S Fallon – Church Representative

Apologies: Councillors J Cruddas, D Drummond, M Green,  
J Montague, A Newman, W Samuel and J Wallace

### **OV17/20 Appointment of Substitute Members**

Pursuant to the council's constitution the appointment of the following substitute members was made:

Councillor G Westwater for Councillor J Wallace  
Councillor P Earley for Councillor M Green

### **OV18/20 Declarations of Interest and Dispensations**

Councillor Matthew Thirlaway declared a registerable personal interest and a non-registerable personal interest in Item 6 – Efficiency Savings Programme 2022/23 and Item 7 – Technical Services Partnership Performance Update Report as he is employed by Parkside Care Ltd (who has contracts with the Council to provide social care) and his father is employed by North Tyneside Council.

Councillor Margaret Hall declared a non-registerable personal interest in Item 6 – Efficiency Savings Programme 2022/23, as her daughter works in the social care sector.

### **OV19/20 Minutes**

**Resolved** that the minutes of the meeting held on 10 October 2022 be agreed.

### **OV20/20 Annual Report of the Elected Mayor**

The Elected Mayor thanked the committee for the opportunity to present her Annual Report, share her priorities for the year ahead and to reflect on the achievements that had been made over the previous year.

The Elected Mayor stated that responding to the challenges of the pandemic had provided an opportunity to look at the way in which services were delivered and to make changes that

were better for residents and to build an even better North Tyneside. Thanks was expressed to Elected Members and officers for their hard work, dedication, support and commitment to the organisation.

Following the pandemic and in light of the changes in service delivery, the Council Plan had been refreshed, in consultation with residents and other key stakeholders. The plan now focused on five themes:

- A thriving North Tyneside
- A family-friendly North Tyneside
- A caring North Tyneside
- A secure North Tyneside
- A green North Tyneside

The Elected Mayor stated that, during these difficult times when residents are faced with a cost of living crisis, she was determined that North Tyneside is and can be:

- A place where local businesses and high streets thrive
- A place where great care is offered to those who need it
- A place where children and young people continue to receive an outstanding education and families flourish

The Council priorities included:

- Bringing more good quality jobs to North Tyneside
- Regenerating the high streets of North Shields and Wallsend
- Investing in adult education and supporting apprenticeships
- Promoting the borough's award-winning parks, beaches, festivals and other activities
- Reducing the number of derelict properties in the borough to make it more attractive for all
- Working towards the aim of delivering 5000 affordable homes
- Continuing to invest in roads and pavements
- Helping low income households to install low-carbon heating

The Elected Mayor stated that she was looking forward to building on the Authorities successes in the coming months and years. This included:

- Through the North Shields Master Plan, a transformation of the town centre and riverside into an environment where people choose to live, work and spend their leisure time
- 131 Bedford Street and the former Globe Gallery would be brought back into use for cultural purposes in the coming year
- Construction of 29 new family housing units on the former site of Unicorn House
- A scheme for the relocation of the Ferry landing into the Western Quay had been submitted for funding from Round 2 of the Levelling Up Fund
- Funding from the North East Local Enterprise Partnership to prepare a Masterplan for Wallsend. The plan focused on modernisation along the High Street including retail and residential properties
- More affordable homes and a new health centre as part of the regeneration of Wallsend Town Centre

The Elected Mayor highlighted the fantastic programme of outdoor events for Summer 2022 which included a Platinum Jubilee celebration and baton relay for her late Majesty the Queen. The Mouth of Tyne festival was once again a huge success, attracting over 100,000 people to the area across a weekend in July.

Other key highlights and events across the year included:

- Blue Flag and seaside awards achieved at Kings Edwards Bay, Tynemouth Longsands and Whitley Bay beaches
- The number of long-term vacant dwellings had continued to decline, with the lowest levels in the last 7 years
- The Bread and Butter Thing continued to grow, providing residents with access to weekly food for £7.50
- Supporting volunteers to welcome Ukrainian families to the borough
- The launch of warm welcome venues in libraries and customer first centres, extending support to residents by offering hot drinks, a place to relax and an opportunity to get involved in free activities
- Delivery of the affordable homes programme which was on track to meet the ambitious 5,000 affordable homes target. The target of delivering 266 affordable homes in 2021/22 had been achieved

The Elected Mayor stated that she was looking forward to seeing even more progress in the borough and to building back an even better North Tyneside.

The Chair thanked the Elected Mayor for her presentation.

It was **agreed** to note the update from the Elected Mayor.

## **OV21/20      Efficiency Savings Programme 2022/23 Quarter 2 Progress Report**

The Committee received a report that provided an update on progress of key 2022/23 projects and business cases within the overall Efficiency Savings Programme.

Members were informed that new savings were proposed for 2022/23 of £4.720m combined with £2.537m of savings targets that still required a permanent solution from previous years meaning an overall target to achieve in 2022/23 of £7.257m.

The project work and the realisation of associated savings for the new 2022/23 savings had been broken down over the four workstreams: Digital, Data and Customer; Workforce Planning and Organisational Development; Commissioning, Procurement and Commercial; and Asset Management. In the previous year business cases were broken down by the six key outcomes of: Ready for School; Ready for Work and Life; Cared for, Safeguarded & Healthy; Great Place to Live, Work and Visit; Fit for Purpose Organisation; and Managing Resources.

The financial position on 30 September 2022 was set out in a table within the report. Of the £7.257m target, £3.719m had been delivered against the overall target via project activities outlined in associated business cases. £3.538m of the overall target was yet to be achieved and was contributing to the wider Authority pressure reported to Cabinet.

As part of the Authority's programme management arrangements, all business cases and

projects within the Efficiency Savings Programme were monitored on a regular basis. Each project was given a RAG rating for project delivery and savings delivery.

Members discussed the projects which had a red rating, which meant that milestones were significantly delayed and/or there were major concerns about delivering future milestones. Pressures relating to Home to School Transport and Children's Health Funding were highlighted and it was noted that different ways of working were being explored to bring about efficiencies. In relation to Leading Sector-Led Improvement, it was noted that there were high standards in Children's Services and that sharing expertise with other local authorities had achieved some income. However, this had been halted due to the pandemic and restricted travelling.

The efficiency savings linked to Keeping Children in Care within the Borough was still a challenging area. It was highlighted that there had been a significant increase in the number of children in the care system and a higher level of complexities. New provision had been opened within the borough and the service would continue to be led by what was best for the child and family.

It was **agreed** to note the update provided.

## **OV22/20      Technical Services Partnership Performance Update Report**

The Committee received a report which set out the 2021-22 year end performance outcome for the partnership. The year-end performance had been approved by the established partnership governance arrangements.

The authority monitors performance of the partnership on a regular basis and Capita are required to meet a series of important performance milestones for each service they deliver on behalf of the authority.

Performance scorecards were reported for each of the following service areas:

- Property Services
- Engineering Services
- Regulatory Services

Service delivery performance was attached as Appendix 1 to the report and financial performance was delivered as Appendix 3.

At its meeting in March 2022, the Committee had been advised about the development of the Annual Service Plan 2022-23 for the partnership. It had been approved and aligned with the updated Our North Tyneside Plan 2021-25.

The Committee focused attention on the performance indicators that had a red RAG status. In relation to Freedom of Information Requests (FOI), it was noted that in January (2022) there had been 4 requests not responded to within the required timeframe. This had been down to issues with IT and the volume of information requested. Performance in relation to FOIs was now in green.

In relation to roads and pavements, quality of maintenance repairs, performance was in red during February and March 2022. This was attributed to problems with officer succession, causing a lack of quality monitoring and issues with the software used. These issues were



addressed, and performance was back on track. In relation to planning appeals contrary to officer decisions, performance had been below expected standards across Quarter 4. It was noted that plans were in place to make sure that officer decisions are robust.

It was **agreed** to note the performance update.

**OV23/20          Exclusion Resolution**

**Resolved** that under Section 100A (4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part 2 of Schedule 12A of the Act, the press and public be excluded from the meeting for the following item of business of the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of the Schedule 12A to the Act.

**OV24/20          Technical Services Partnership - Financial Information**

**Agreed** that the financial update 2021/22 be noted.

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**Meeting:** Overview, Scrutiny & Policy Development Committee

**Date:** Monday 16 January 2023

**Title:** Technical Services Partnership – Capita Update

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|  |                      |
|--|----------------------|
| <b>Authors:</b> Jonathan Ellis, Acting Partnership Director (Capita) | Tel: (0191) 643 6416 |
| Colin MacDonald,<br>Head of Technical & Regulatory Services          | Tel: (0191) 643 6620 |
| David Dunford, Senior Finance Business Partner                       | Tel: (0191) 643 7027 |

**Service:** Commissioning and Asset Management

**Wards affected:** All

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## 1. Purpose of Report

As part of its work programme Overview, Scrutiny and Policy Development Committee ('the Committee') receives performance updates from the Authority's long-term strategic partner Capita Property & Infrastructure Limited ('Capita'). The partnership with Capita delivers a range of technical services for the Authority.

The purpose of this report is to present Quarter 1 and Quarter 2 performance of the partnership for financial year 2022-23 and follows approval by the established partnership governance arrangements.

## 2. Recommendations

Committee is recommended to:

- a) Consider the service delivery performance for Quarters 1 and 2 of financial year 2022-23, presented in **Appendix 1**; and
- b) Consider the financial position as at the end of Quarter 2 of financial year 2022-23, presented in **Appendix 2**.

### 3. Details

#### 3.1 Background

The Authority has a long-term strategic partnership with Capita to deliver a range of technical services. This followed a procurement exercise which led to the contract being awarded to Capita which commenced on 1 November 2012.

In January 2019, Cabinet responded to recommendations from Committee following examination of the partnership by a study group it established. Details of that are included in the background information included within this report.

Cabinet agreed that monitoring reports against the contractually agreed Annual Service Plan will be made to Committee.

This report presents the Quarter 1 and Quarter 2 performance for the partnership for the financial year 2022-23 following approval by the established partnership governance arrangements.

#### 3.2 Managing performance

The Authority monitors performance of the partnership on a regular basis. Capita are required to meet a series of important performance milestones for each service they deliver on behalf of the authority and deliver against agreed performance indicators.

These performance indicators are divided into,

- **Category 1 PIs** – these are not linked to the payment mechanism but are designed to monitor operational performance; and
- **Category 2 KPIs** - these are linked to the payment mechanism to reflect their importance and lead to contractual penalties if they are not met.

Performance scorecards are reported for each of the following service areas:

- Property Services
- Engineering Services
- Regulatory Services

The process of review is via subgroups for each service area, which then report into Operational Partnering Board (OPB) on a bi-monthly basis and Strategic Partnering Board (SPB) on a bi-annual basis.

In addition to the performance indicators, for each of the service areas there are several Action Plans that are delivered and monitored in the same way along with financial performance. There are also partnership-wide ('cross-cutting') Action Plans aimed at assisting the Authority to deliver the objectives of the Our North Tyneside Plan.

Service delivery performance is attached as **Appendix 1** and to this report. Financial performance is attached as **Appendix 2** to this report.

### 3.3 Forward Look

Work is now underway to develop the Annual Service Plan for 2023-24. This scheduled to be agreed via the partnership governance arrangements during March, in time for 1 April 2023.

This, along with the performance outturn for 2022-23 will be presented to Committee in the next municipal year in accordance with the workplan Committee sets out.

## 4. **Appendices**

Appendix 1 – Technical Services partnership service delivery performance Q1 & Q2, 2022-23

Appendix 2 – Technical Services partnership financial position as at the end of Q2, 2022-23

## 5. **Background Information**

The following documents have been used in the compilation of this report and may be inspected at the offices of the authors.

[Cabinet Response to Scrutiny Recommendations, 21 January 2019](#)

[Capita Study Group Report, October 2018](#)

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**Service Delivery Performance for Q1 and Q2 2022-23**

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North Tyneside Council

Working in partnership with



## **Overview, Scrutiny & Policy Development Committee**

**16<sup>th</sup> January 2023**

**Technical Services  
Partnership – Capita Update**

***Appendix 1*** – Service Delivery  
Performance Q1 & Q2 2022-23



## Contents

### 2022/23 April – Sept

- 01. Operational Highlights
- 02. Partnership Value Add
- 03. People Update
- 04. Performance update
- 05. Approvals

2022/23 April- Sept  
Operational Highlights

| 01



2022/23 April - Sept  
Partnership Value-add  
activities

102

## April - September 2022 – Community Highlights



The following was supported by Capita between April and September:

Capita continued supporting the Greggs Breakfast Club with Percy Main Primary School (£2150) benefitting over **60** local students.

Capita sponsored two awards at the North Tyneside Learning Trust STAR Awards (£1500)

Capita sponsored the Under 14's North Shields Junior Football Team (£478)

We have invested **£ 28,710** in formal learning and development and **4181** hours have been booked to formal training

We have recruited **2** Apprentices:

- Olivia Foster – Apprentice Building Surveyor
- Annabel Hodgson – Apprentice Town Planner

Sponsored (£2865) and provided a business mentor for Engineering Development Trust: Gold Project, working with A-Level students at George Stephenson High School

Norham High School won an industrial cadet award sponsored by Capita and working with a business mentor for the Engineering Development Trust: Bronze Project.

Sponsored the Engineering Development Trust Challenge Award Day (£950) with Year 3 Students at Percy Main Primary School

**433** volunteering hours were donated to the local community

Easter Eggs were donated to Meadowell Connected Kids Club and every student at Norham High School and Percy Main Primary School (£594).

Donated £150 towards the Meadowell Connected Jubilee Hamper.

Nick Preston, Director of Highways North is now the Chair of Forward Assist Board of Trustees and Margie Burdis appointed as a Trustee Board member of NTLT.

# Schedule 10 Commitments - April - September CPT 17

| ASP Objective 22/23  | Q1&2 achievements  |
|--|--|
| <p>Provide quarterly updates on all filled vacancies with key information including: employment status (i.e. employed/unemployed), internal/external, postcode, source of recruitment, ex - service etc</p>  | <ul style="list-style-type: none"> <li>✓ Ongoing via investment schedule</li> <li>✓ 34 x new starters</li> <li>✓ 12 x new starters are from North Tyneside and 20 x from the wider North East Regions</li> <li>✓ 3 x new starters from the Chirton/Riverside Wards</li> <li>✓ 1 x new starter was unemployed</li> <li>✓ 3 x new starters had finished education</li> </ul>   |
| <ul style="list-style-type: none"> <li>• 1 x year out placement</li> <li>• 4 x work experience</li> <li>• 1 x graduate</li> <li>• 3 x apprentices and 2 x staff to be upskilled via apprenticeships</li> <li>• Sponsor EDT Gold Project</li> </ul> | <ul style="list-style-type: none"> <li>✓ 2 x Apprentices recruited between and 2 x staff started apprenticeship qualifications</li> <li>✓ 1 x Year Out Placement recruited in Planning</li> <li>✓ 2 x work experience placements completed with 5 x committed for February 2023</li> <li>✓ 5 x Graduates recruited</li> <li>✓ Completed Engineering Development Trust Programme, providing virtual support to A-Level students of Churchill Community College</li> </ul> |
| <p>Continue to work with North Tyneside Business Forum in support of local SME's</p>   | <ul style="list-style-type: none"> <li>✓ Ongoing support made to sponsor the North Tyneside Business Awards in November</li> <li>✓ Partnership Director continues to attend Business in the Community NE Advisory Board and in addition is now part of their Education &amp; Skills subgroup</li> <li>✓ Offered "Levy Gifting" via the Business Forum but no takers linked to our supply chain to date</li> </ul>  |
| <p>Form a Strategic Partnership with a North Tyneside Charity for Veterans, providing support through mentoring/advice, volunteering and financial support</p>   | <ul style="list-style-type: none"> <li>✓ Nick Preston appointed to the Board of Trustees at Forward Assist</li> <li>✓ David Daghish continues to represent Capita on the Armed Forces Forum</li> <li>✓ Staff can now record their status on Workday as either a Veteran or a Reservist to reflect armed forces pedigree and help Capita recognise our community – 75 hours recorded in Q1 and Q2</li> </ul>  |
| <p>Charitable Support</p>  | <ul style="list-style-type: none"> <li>✓ Donated 433 hours to the local community</li> <li>✓ Donated £2150 to Percy Main Primary School for the Greggs Breakfast Club for Year 2</li> <li>✓ Easter eggs donated to every student at Norham High School and Percy Main Primary School</li> <li>✓ Capita sponsored the Under 14's North Shields Junior Football Team</li> </ul>  |

2022/23 April - Sept  
People Update

03



## April - September 2022 – People Highlights



The following was supported by Capita between April and September:

**34 x New Starters and 17 x voluntary leavers**

**Recruited 2 x Apprentices**

**Recruited 1 x Year Out Placement**

**Recruited 5 x Graduates**

John Cartin and Jeff Dong became Chartered Engineers with the Institution of Civil Engineers.

Alison Cook and Mathew Tait became Chartered Surveyors after passing their Assessment of Professional Competence (APC). Matthew Tait started as a Business Administrative Apprentice with Capita in 2013.

David Daghish successfully completed his Advanced Leadership and Management Course.

Ben Hedley was awarded a First-Class Degree in Construction Engineering Management by Northumbria University.

Kimberley Harwood reached the end of her 12-month placement with the Planning team from Newcastle University and is continuing in a part-time capacity while completing qualification

**The following staff successfully completed apprenticeships:**

- **Graeme Lockhart**
- **Victoria Ellis**
- **Ryan Garnett**

2022/23 April - Sept  
Performance Update

| 04

# Cross Cutting Action Plan Dashboard April - September 2022/23

| No.  | Description   | Q1    | Q2    | Comments  |
|------|---|-------|-------|---|
| CC 1 | Financial targets and business cases reviewed and aligned with council policy direction | Amber | Amber | Reset agreement concluded and DoV drafted, Investment Schedule submitted to NTC and 21/22 outturn work concluded. Business Cases causing this to be amber. As at end Q2 (Sep 22) both ALES and Howdon Complete Growth Business Cases on hold which impacts financial benefits. Refreshed approach to be introduced from Q3.   |
| CC 2 | Enforcement Review – authority wide approach to enforcement                             | Green | Green | Public Protection transferred back to NTC in July. Capita Planning & Car Parking still have a role to play in enforcement and will input to the Council’s authority-wide approach to enforcement.   |
| CC 3 | Improving Customer Service  | Green | Amber | Joint Working Group with the Customer First Team agreed a co-working model to improve customer service. Amber in Q2 until clarity is achieved on a Work Programme with specific actions.  |
| CC 4 | Benchmarking Action Plans (improvements arising from the year 8 benchmark)              | Amber | Red   | The Contract Exit Strategy is a five year activity and has commenced. Plan to implement a Programme Management Office (PMO) is behind schedule as dependent on firstly implementing improvements to the current reporting cycle (expected in Q3). Some improvements are IT related and will be led by the new Capita ICT Lead (expected in Q3) and overseen by OPB. |
| CC 5 | Building Back Better – delivering social value  | Amber | Amber | Not progressed in Q1 pending the handback of services to the Council. Targets to be reviewed and reset for Q3 onwards following that and the sale of Capita RE&I to WSP as there is a lower FTE count to deliver this target.   |
| CC 6 | Supporting Norham High School – Help the school fulfil its ethos and values             | Green | Green | Good progress including the Young Enterprise Company Programme completed in July and we have supported both schools with end of year prizes for student key achievements. We meet quarterly with Norham and the next steps are a new Bronze Project, planning for apprenticeship week, challenge projects and work placements.                                      |
| CC 7 | Environmental Sustainability – carbon reduction   | Amber | Amber | Good progress made with refreshed green travel to work plan and greater working from home where this is feasible. Amber as more detailed targets are needed in Service Action Plans in order to aggregate and report through this cross cutting one.  |
| CC 8 | Ambition for North Tyneside – wider support of the Council’s priorities                 | Amber | Amber | A review needs to be undertaken in Q3 to understand the package of support that the Council needs from Capita. Support to the NS Masterplan concluded in the autumn along with help with the Council’s Levelling Up Fund bids.  |

# Cross Cutting PI Dashboard April - September 2022/23

| KPI ref | Defintion  | Expected | Min | Weighting | Frequency | Baselined | Accuracy     | Owner                | April       |         | May         |         | June        |         | July        |         | August      |         | September   |         |
|---------|--|----------|-----|-----------|-----------|-----------|--------------|----------------------|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|---------|-------------|---------|
|         |  |          |     |           |           |           |              |                      | Figure<br>s | %       | Figure<br>s | %       | Figure<br>s | %       | Figure<br>s | %       | Figure<br>s | %       | Figure<br>s | %       |
| CC 1.1  | Time taken to respond to Member Enquiries                        | 90%      | 90% |           | Mthly     |           | Whole number | Partnership Director | 233         | 95.10%  | 232         | 95.08%  | 186         | 100.00% | 170         | 100.00% | 224         | 98.68%  | 240         | 97.56%  |
|         |  |          |     |           |           |           |              |                      | 245         | G       | 244         | G       | 186         | G       | 170         | G       | 227         | G       | 246         | G       |
| CC 1.2  | Time taken to respond to FOI requests                            | 90%      | 90% |           | Mthly     |           | Whole number | Partnership Director | 18          | 100.00% | 12          | 100.00% | 21          | 100.00% | 13          | 100.00% | 13          | 100.00% | 8           | 100.00% |
|         |  |          |     |           |           |           |              |                      | 18          | G       | 12          | G       | 21          | G       | 13          | G       | 13          | G       | 8           | G       |
| CC 1.3  | Time taken to respond to Stage 1 Corporate Complaints            | 90%      | 90% |           | Mthly     |           | 2 D.P.       | Partnership Director | 2           | 100.00% | 2           | 100.00% | 2           | 100.00% | 4           | 100.00% | 5           | 100.00% | 2           | 66.67%  |
|         |  |          |     |           |           |           |              |                      | 2           | G       | 2           | G       | 2           | G       | 4           | G       | 5           | G       | 3           | R       |
| CC 1.4  | Land Charges – Time taken to respond to requests for information | 90%      | 90% |           | Mthly     |           | Whole number | Partnership Director | 168         | 100.00% | 118         | 99.16%  | 195         | 99.49%  | 62          | 100.00% | 54          | 100.00% | 68          | 100.00% |
|         |  |          |     |           |           |           |              |                      | 168         | G       | 119         | G       | 196         | G       | 62          | G       | 54          | G       | 68          | G       |

**CC1.3 (red)** - one instance in Engineering. The deadline provided on the Lagan system is 15 working days. Staff responded within 15 working days, not the 10 required by the PI.

# Property Action Plan Dashboard April - September 2022/23

| ACTION PLANS |   |           |     |            |            |            |       |         | April |         | May |         | June |         | Q1 |         | July |         | August |         | September |         | Q2 |  |
|--------------|---|-----------|-----|------------|------------|------------|-------|---------|-------|---------|-----|---------|------|---------|----|---------|------|---------|--------|---------|-----------|---------|----|--|
| KPI ref      | Defintion                                     | Expec ted | Min | Weigh ting | Freque ncy | Baseline d | Owner | Figures | %     | Figures | %   | Figures | %    | Figures | %  | Figures | %    | Figures | %      | Figures | %         | Figures | %  |  |
| AP PROP 1    | Estate Strategy, Workstreams and Benchmarking |           |     |            | Quarte rly |            | PM    |         | G     |         | G   |         | G    |         | G  |         | G    |         | G      |         | G         |         | G  |  |
| AP PROP 2    | Property processes review                     |           |     |            | Quarte rly |            | PM    |         | G     |         | G   |         | G    |         | G  |         | G    |         | G      |         | A         |         | A  |  |

**AP PROP 2 (Amber)** - Electronic DPR process, reporting & monitoring of key property dates (e.g. claw back, buy back and agreement for leases) and Community garden consultation processes being reviewed. Progressing well but Electronic DPR project awaiting IT start (hence amber). Relevant Councillors to be contacted about Community Garden enquiries process.

# Property KPI Dashboard April - September 2022/23

## Category 2 KPI's

| KPI ref  | Defintion   | Expe<br>cted | Min  | Weig<br>hting | Frequ<br>ency | Baselin<br>ed | Accuracy     | Owne<br>r | April       |      | May         |      | June        |      | Q1          |   | July        |      | August      |      | September   |      | Q2          |   |
|----------|---|--------------|------|---------------|---------------|---------------|--------------|-----------|-------------|------|-------------|------|-------------|------|-------------|---|-------------|------|-------------|------|-------------|------|-------------|---|
|          |   |              |      |               |               |               |              |           | Figure<br>s | %    | Figure<br>s | %    | Figure<br>s | %    | Figure<br>s | % | Figure<br>s | %    | Figure<br>s | %    | Figure<br>s | %    | Figure<br>s | % |
| PROP 2.1 | Asset Valuations delivered to timescale                 | 100%         | 100% | 40%           | Annua<br>l    |               | 2 D.P.       | SJ        | -           |      |             |      |             |      |             |   |             |      |             |      |             |      |             |   |
| PROP 2.2 | Housing Stock Valuations delivered to timescale         | 100%         | 100% | 40%           | Annua<br>l    |               | 2 D.P.       | GL        | -           |      |             |      |             |      |             |   |             |      |             |      |             |      |             |   |
| PROP 2.3 | % of lease renewals and rent reviews dealt with on time | 100%         | 95%  | 20%           | Mthly         |               | Whole number | VE        | 32          | 100% | 29          | 100% | 31          | 100% |             |   | 31          | 100% | 32          | 100% | 31          | 100% |             |   |
|          |   |              |      |               |               |               |              |           | 32          | G    | 29          | G    | 31          | G    |             |   | 31          | G    | 32          | G    | 31          | G    |             |   |

## Category 1 PI's

| KPI ref  | Defintion   | Expe<br>cted | Min | Weig<br>hting | Frequ<br>ency | Baselin<br>ed | Accuracy     | Owne<br>r | April       |        | May         |        | June        |        | Q1          |   | July        |        | August      |        | September   |        | Q2          |        |             |   |  |  |  |  |   |         |   |         |
|----------|---|--------------|-----|---------------|---------------|---------------|--------------|-----------|-------------|--------|-------------|--------|-------------|--------|-------------|---|-------------|--------|-------------|--------|-------------|--------|-------------|--------|-------------|---|--|--|--|--|---|---------|---|---------|
|          |   |              |     |               |               |               |              |           | Figure<br>s | %      | Figure<br>s | %      | Figure<br>s | %      | Figure<br>s | % | Figure<br>s | %      | Figure<br>s | %      | Figure<br>s | %      | Figure<br>s | %      | Figure<br>s | % |  |  |  |  |   |         |   |         |
| PROP 1.1 | % of lettings completed on time                             | 80%          | 70% |               | Quart<br>erly |               | 1 D.P.       | VE        | -           |        |             |        |             |        |             |   |             |        |             |        |             |        | 2           | 100.0% | 2           | G |  |  |  |  | 4 | 100.0%  | 4 | G       |
| PROP 1.2 | Debt recovery actions                                       | 96%          | 91% |               | Mthly         |               | Whole number | SM        | 29          | 100.0% | 45          | 100.0% | 24          | 100.0% |             |   | 31          | 100.0% | 42          | 100.0% | 34          | 100.0% |             |        |             |   |  |  |  |  |   |         |   |         |
|          |   |              |     |               |               |               |              |           | 29          | G      | 45          | G      | 24          | G      |             |   | 31          | G      | 42          | G      | 34          | G      |             |        |             |   |  |  |  |  |   |         |   |         |
| PROP 1.3 | % of properties let from the Council's commercial portfolio | 75%          | 70% |               | Mthly         |               | 2 D.P.       | VE        | 205         | 88.74% | 201         | 87.01% | 208         | 86.67% |             |   | 205         | 88.74% | 205         | 88.74% | 206         | 88.79% |             |        |             |   |  |  |  |  |   |         |   |         |
|          |   |              |     |               |               |               |              |           | 231         | G      | 231         |        | 240         | G      |             |   | 231         | G      | 231         | G      | 232         | G      |             |        |             |   |  |  |  |  |   |         |   |         |
| PROP 1.4 | Strategic Property Customer Satisfaction                    | 90%          | 80% |               | Quart<br>erly |               | 2 D.P.       | VE        | -           |        |             |        |             |        |             |   |             |        |             |        |             |        | 4           | 100.0% | 4           | G |  |  |  |  | 0 | #DIV/0! | 0 | #DIV/0! |
| PROP 1.5 | Outstanding Rent Reviews & Lease Renewals                   | 40           | 30  |               | Mthly         |               | Whole number | VE        | 0           |        | 14          | 35.00% | 16          | 40.00% |             |   | 30          | 75.00% | 32          | 80.00% | 32          | 80.00% |             |        |             |   |  |  |  |  |   |         |   |         |
|          |   |              |     |               |               |               |              |           | 40          |        | 40          |        | 40          |        |             |   | 40          |        | 40          |        | 40          |        |             |        |             |   |  |  |  |  |   |         |   |         |

# Engineering Action Plan Dashboard April - September 2022/23

## ACTION PLANS

| KPI ref  | Defintion  | Freque ncy | Ow ner | April   |   | May     |   | June    |   | Q1      |   | July    |   | August  |   | September |   | Q2      |   |
|----------|--|------------|--------|---------|---|---------|---|---------|---|---------|---|---------|---|---------|---|-----------|---|---------|---|
|          |  |            |        | Figures | % | Figures | % | Figures | % | Figures | % | Figures | % | Figures | % | Figures   | % | Figures | % |
| AP ENG 1 | Support, review and and update the Transport Strategy and associated supporting documents  | Quarte rly | SL     |         | G |         |   |         |   |         |   |         |   |         |   |           |   |         |   |
| AP ENG 2 | Reduce carbon Emissions to contribute to NT Net Zero objective for 2030  | Quarte rly | NP     |         |   |         |   |         |   |         |   |         |   |         |   |           |   |         |   |
| AP ENG 3 | Customer Engagement (Highways)   | Quarte rly | NP/ DB |         |   |         |   |         |   |         |   |         |   |         |   |           |   |         |   |
| AP ENG 4 | Undertake an exercise to produce an updated speed limit consolidation order and conduct an audit of existing signs and road markings associated with these speed limits across the borough to ensure they are compliant with the necessary legal orders. | Quarte rly | NS     | -       |   | -       |   | -       |   | -       |   | -       |   | -       |   | -         |   | -       |   |
| AP ENG 5 | Movement Restriction Enforcement   | Quarte rly | GH     |         |   |         |   |         |   |         |   |         |   |         |   |           |   |         |   |
| AP ENG 6 | Engineering Fees Review (Benchmarking Action)  | Quarte rly | JT     |         |   |         |   |         |   |         |   |         |   |         |   |           |   |         |   |

**ENG 3** - The communications approach and survey questions was agreed by the Engineering client, however the Policy, Performance and Research team subsequently requested an alternative approach, which paused the project. It has since been agreed to hold a residents' Focus Group early in the new year, which will enable the action plan to get back on track.

**ENG 4** - consolidation of TROs taking longer than originally anticipated due to number of locations to add manually to order. Licences for Adobe have been sought to aid with this.

# Engineering KPI Dashboard April - September 2022/23

## Category 2 KPI's

| KPI ref | Defintion  | Frequency | Owner | April   |         | May     |         | June    |         | July    |         | August  |         | September |         |
|---------|--|-----------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|---------|
|         |  |           |       | Figures | %       | Figures | %       | Figures | %       | Figures | %       | Figures | %       | Figures   | %       |
| ENG 2.1 | Roads and Pavements – Percentage of routine street care safety inspections carried out on time | Mthly     | MF    | 419     | 100.00% | 585     | 99.83%  | 378     | 99.74%  | 996     | 99.90%  | 663     | 99.70%  | 758       | 100.00% |
|         |  |           |       | 419     | G       | 586     | G       | 379     | G       | 997     | G       | 665     | G       | 758       | G       |
| ENG 2.2 | Roads and Pavements – Percentage of CAT 1 highway defects that were compliant within 24 hours  | Mthly     | MB    | 7       | 100.00% | 4       | 100.00% | 7       | 100.00% | 6       | 100.00% | 5       | 100.00% | 8         | 100.00% |
|         |  |           |       | 7       | G       | 4       | G       | 7       | G       | 6       | G       | 5       | G       | 8         | G       |
| ENG 2.3 | Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days | Mthly     | MB    | 245     | 98.79%  | 211     | 99.06%  | 180     | 96.26%  | 236     | 97.12%  | 179     | 99.44%  | 171       | 99.42%  |
|         |  |           |       | 248     | G       | 213     | G       | 187     | A       | 243     | A       | 180     | G       | 172       | G       |
| ENG 2.4 | Parking - No. of PCNs correctly issued   | Mthly     | GH    | 25,551  | 99.97%  | 24572   | 99.96%  | 24418   | 99.95%  | 24,724  | 99.94%  | 25,482  | 99.95%  | 25,653    | 99.95%  |
|         |  |           |       | 25,559  | G       | 24581   | G       | 24431   | G       | 24,738  | G       | 25,495  | G       | 25,666    | G       |
| ENG 2.5 | Roads and Pavements – Quality of maintenance repairs   | Mthly     | MB    | 22      | 75.86%  | 38      | 77.55%  | 26      | 83.87%  | 20      | 95.24%  | 33      | 97.06%  | 32        | 100.00% |
|         |  |           |       | 29      | R       | 49      | R       | 31      | R       | 21      | G       | 34      | G       | 32        | G       |

**ENG 2.3 (amber in Jun & Jul)** – June 7 failures out of 197 jobs, July 7 failures out of 243 jobs.

Safety Defects Manager on 3 weeks leave and Delivery Manager on extended sick leave. Staff cover arrangements not robustly recorded - Resilience / succession plan now in place.

**ENG 2.5 (red in Q1)** – Amendments to quality checklist not fully understood by operatives leading to poor quality of repairs. Refresher training and performance management was carried out and the introduction of a Clerk of Works to inspect quality of jobs completed resulted in improved performance as demonstrated by Q2 scores.



# Engineering PI Dashboard April - September 2022/23

## Category 1 PI's

| KPI ref | Defintion  | Frequency | Owner | April      |         | May         |         | June        |         | July       |         | August      |         | September   |         |
|---------|--|-----------|-------|------------|---------|-------------|---------|-------------|---------|------------|---------|-------------|---------|-------------|---------|
|         |  |           |       | Figures    | %       | Figures     | %       | Figures     | %       | Figures    | %       | Figures     | %       | Figures     | %       |
| ENG 1.1 | Roads and Pavements – Time taken to respond to permit request                                      | Mthly     | RR    | <u>795</u> | 100.00% | <u>1168</u> | 100.00% | <u>1040</u> | 100.00% | <u>856</u> | 100.00% | <u>1179</u> | 100.00% | <u>1088</u> | 100.00% |
|         |  |           |       | 795        | G       | 1168        | G       | 1040        | G       | 856        | G       | 1179        | G       | 1088        | G       |
| ENG 1.2 | Roads and Pavements – Permit scheme compliance of Capita workforce.                                | Mthly     | MB    | <u>202</u> | 88.60%  | <u>204</u>  | 91.89%  | <u>219</u>  | 87.60%  | <u>162</u> | 94.19%  | <u>212</u>  | 86.53%  | <u>238</u>  | 92.97%  |
|         |  |           |       | 228        | A       | 222         | G       | 250         | A       | 172        | G       | 245         | A       | 256         | G       |
| ENG 1.3 | Roads and Pavements – Percentage of pothole and footpath enquiries inspected within 3 working days | Mthly     | MF    | <u>82</u>  | 100.00% | <u>83</u>   | 94.32%  | <u>89</u>   | 95.70%  | <u>88</u>  | 100.00% | <u>89</u>   | 96.74%  | <u>96</u>   | 100.00% |
|         |  |           |       | 82         | G       | 88          | G       | 93          | G       | 88         | G       | 92          | G       | 96          | G       |

**ENG 1.2 (intermittently amber)** – changes to Gov rules on closure of permits have increased no. of FPNs being issued. Manual closure of jobs longer than 2hrs after end of permit will now result in a failure (previously allowed up to 10am next day). Symology update and real-time mobile devices will greatly reduce FPNs. Scheduled for end of Q3.

# Regulatory Services Action Plan Dashboard April - September 2022/23

## ACTION PLANS

| KPI ref  | Defintion  | Frequency | Owner | April   |   | May     |   | June    |   | July    |   | August  |   | September |   |
|----------|--|-----------|-------|---------|---|---------|---|---------|---|---------|---|---------|---|-----------|---|
|          |  |           |       | Figures | % | Figures | % | Figures | % | Figures | % | Figures | % | Figures   | % |
| AP PLG 1 | Planning policy documents and Local Plan   | Quarterly | JP    |         | G |         | G |         | G |         | G |         | G |           | G |
| AP REG 1 | Customer Satisfaction (Planning, Building Control, Public Protection)                              | Quarterly | JL    |         | G |         | G |         | G |         | G |         | G |           | G |
| AP REG 2 | Service Improvement (Benchmarking recommendations) - Planning, Building Control, Public protection | Quarterly | JL    |         | G |         | G |         | G |         | G |         | G |           | A |
| AP PP 1  | Review of North Tyneside Council Licensing Policy (Sex Establishments)                             | Quarterly | JL    |         | G |         | G |         | G |         |   |         |   |           |   |
| AP PP 2  | Cumulative Impact Assessment   | Quarterly | JL    |         | G |         | G |         | G |         |   |         |   |           |   |
| AP PP 3  | Review of Hackney Carriage and Private Hire Licensing Policy                                       | Quarterly | JL    | -       | G | -       | G | -       | G | -       |   |         |   |           |   |
| AP PP 4  | Review of Covid-19 response and establishment of future Outbreak Control Plan                      | Quarterly | JL    |         | G |         | G |         | G |         |   |         |   |           |   |
| AP PP5   | Review of North Tyneside Council Street Trading Scheme   | Quarterly | JL    |         | G |         | G |         | G |         |   |         |   |           |   |
| AP BC 1  | Building Control Enforcement Procedure   | Quarterly | AW    |         | G |         | G |         | G |         |   |         |   |           |   |
| AP BC 2  | Retention of Building Control Quality Assurance status and update to ISO 9001:2015                 | Quarterly | AW    |         | G |         | G |         | G |         |   |         |   |           |   |
| AP BC 3  | Building Safety  | Quarterly | AW    |         | G |         | G |         | G |         |   |         |   |           |   |

**AP REG 2 (amber)** – record form since submitted in Q3 to adjust this to green following clarification of improvement recommendations still relevant to take forward from the benchmarking findings.

# Regulatory Services KPI Dashboard April - September 2022/23

Category 2  
KPI's

| KPI ref | Definition  | Expected             | Min                  | Weight | Frequency | Accuracy     | Owner | April      |      | May        |      | June       |      | Q1         |      | July       |      | August     |      | September  |      | Q2         |      |
|---------|---|----------------------|----------------------|--------|-----------|--------------|-------|------------|------|------------|------|------------|------|------------|------|------------|------|------------|------|------------|------|------------|------|
|         |   |                      |                      |        |           |              |       | Figures    | %    | Figures    | %    | Figures    | %    | Figures    | %    | Figures    | %    | Figures    | %    | Figures    | %    | Figures    | %    |
| PLG 2.1 | Planning - % major applications determined on time  | 95%<br>sliding scale | 90%<br>sliding scale | 20%    | Quarterly | Whole number | JP    | <u>23</u>  | 100% | <u>21</u>  | 100% | <u>23</u>  | 100% | <u>23</u>  | 100% | <u>23</u>  | 100% | <u>25</u>  | 100% | <u>26</u>  | 100% | <u>26</u>  | 100% |
|         |   |                      |                      |        |           |              |       | 23         | ↑    | 21         | ↑    | 23         | ↑    | 23         | G    | 23         | ↑    | 25         | ↑    | 26         | ↑    | 26         | G    |
| PLG 2.2 | Planning - % minor applications determined on time  | 96%                  | 90%                  | 20%    | Quarterly | Whole number | JP    | <u>158</u> | 100% | <u>158</u> | 100% | <u>168</u> | 99%  | <u>168</u> | 99%  | <u>165</u> | 99%  | <u>160</u> | 99%  | <u>163</u> | 99%  | <u>163</u> | 99%  |
|         |   |                      |                      |        |           |              |       | 158        | ↑    | 158        | ↑    | 169        | ↑    | 169        | G    | 166        | ↑    | 162        | ↑    | 165        | ↑    | 165        | G    |
| PLG 2.3 | Planning - % other applications determined on time  | 96%                  | 92%                  | 20%    | Quarterly | Whole number | JP    | <u>836</u> | 100% | <u>811</u> | 100% | <u>780</u> | 100% | <u>780</u> | 100% | <u>752</u> | 100% | <u>735</u> | 100% | <u>719</u> | 100% | <u>719</u> | 100% |
|         |   |                      |                      |        |           |              |       | 837        | ↑    | 813        | ↑    | 781        | ↑    | 781        | G    | 753        | ↑    | 736        | ↑    | 720        | ↑    | 720        | G    |
| PP 2.1  | Public Protection - Persistent Environmental Health complaints in relation to domestic or business premises | 100%                 | 95%                  | 15%    | Mthly     | Whole number | JL    | <u>1</u>   | 100% | <u>4</u>   | 100% | <u>3</u>   | 100% | -          | -    | -          | -    | -          | -    | -          | -    | -          | -    |
|         |   |                      |                      |        |           |              |       | 1          | G    | 4          | G    | 3          | G    | -          | -    | -          | -    | -          | -    | -          | -    | -          | -    |
| PP 2.2  | Public Protection - Broadly Compliant Food Establishments   | 90%                  | 88%                  | 10%    | Annual    | 2 D.P.       | JL    | 1359       | 94%  | 1361       | 94%  | 1359       | 94%  | -          | -    | -          | -    | -          | -    | -          | -    | -          | -    |
|         |   |                      |                      |        |           |              |       | 1449       | G    | 1451       | G    | 1452       | G    | -          | -    | -          | -    | -          | -    | -          | -    | -          |      |
| BC 2.1  | Building Control - % of full plans decisions issued within the statutory time period dry target dates       | 77%                  | 62%                  | 15%    | Mthly     | 1 D.P.       | AW    | <u>41</u>  | 95%  | <u>25</u>  | 96%  | <u>27</u>  | 84%  | -          | -    | -          | -    | -          | -    | -          | -    | -          |      |
|         |   |                      |                      |        |           |              |       | 43         | G    | 26         | G    | 32         | G    | -          | -    | -          | -    | -          | -    | -          | -    |            |      |

# Regulatory Services KPI Dashboard April - September 2022/23

Category 1 PI's

| KPI ref | Defintion  | Expected | Min | Weightin g | Frequenc y | Owner        | April   |                   | May                       |                   | June                      |                   | July                      |                   | August                    |                   | September                 |                   |                           |
|---------|--|----------|-----|------------|------------|--------------|---------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|-------------------|---------------------------|
|         |  |          |     |            |            |              | Figures | %                 | Figures                   | %                 | Figures                   | %                 | Figures                   | %                 | Figures                   | %                 | Figures                   | %                 |                           |
| PLG 1.1 | Planning - % appeals contrary to officer decision  | 28%      | 32% |            | Mthly      | Whole number | JP      | <u>7</u><br>17    | <b>41%</b><br>R           | <u>6</u><br>16    | <b>38%</b><br>R           | <u>7</u><br>16    | <b>44%</b><br>R           | <u>7</u><br>13    | <b>54%</b><br>R           | <u>6</u><br>12    | <b>50%</b><br>R           | <u>5</u><br>11    | <b>45%</b><br>R           |
| PLG 1.2 | Planning - % discharge of conditions determined on target                                      | 80%      | 74% |            | Mthly      | Whole number | JP      | <u>106</u><br>111 | <b>95%</b><br>G           | <u>112</u><br>118 | <b>95%</b><br>G           | <u>116</u><br>122 | <b>95%</b><br>G           | <u>117</u><br>123 | <b>95%</b><br>G           | <u>117</u><br>122 | <b>96%</b><br>G           | <u>120</u><br>125 | <b>96%</b><br>G           |
| PLG 1.3 | Planning - % minor pre application enquiries responded to in time                              | 91%      | 86% |            | Mthly      | Whole number | JP      | <u>160</u><br>163 | <b>98%</b><br>G           | <u>152</u><br>155 | <b>98%</b><br>G           | <u>156</u><br>159 | <b>98%</b><br>G           | <u>153</u><br>156 | <b>98%</b><br>G           | <u>160</u><br>163 | <b>98%</b><br>G           | <u>155</u><br>157 | <b>99%</b><br>G           |
| PLG 1.4 | Planning - % stage 1 major pre-applications responded to in 5 weeks                            | 80%      | 70% |            | Mthly      | Whole number | JP      | <u>18</u><br>19   | <b>95%</b><br>G           | <u>20</u><br>21   | <b>95%</b><br>G           | <u>19</u><br>20   | <b>95%</b><br>G           | <u>19</u><br>20   | <b>95%</b><br>G           | <u>17</u><br>18   | <b>94%</b><br>G           | <u>12</u><br>13   | <b>92%</b><br>G           |
| PLG 1.5 | Planning - % Committee decisions made contrary to Officer advice                               | 10%      | 15% |            | Mthly      | Whole number | JP      | <u>6</u><br>62    | <b>10%</b><br>G           | <u>6</u><br>61    | <b>10%</b><br>G           | <u>5</u><br>62    | <b>8%</b><br>G            | <u>5</u><br>61    | <b>8%</b><br>G            | <u>6</u><br>66    | <b>9%</b><br>G            | <u>3</u><br>60    | <b>5%</b><br>G            |
| PLG 1.6 | Planning - % enforcement cases enforcement cases visited within target                         | 80%      | 70% |            | Mthly      | Whole number | JP      | <u>437</u><br>446 | <b>98%</b><br>G           | <u>424</u><br>433 | <b>98%</b><br>G           | <u>404</u><br>416 | <b>97%</b><br>G           | <u>408</u><br>420 | <b>97%</b><br>G           | <u>364</u><br>377 | <b>97%</b><br>G           | <u>376</u><br>392 | <b>96%</b><br>G           |
| BC 1.1  | Building Control - % of requests for site inspections responded to within target               | 98%      | 95% |            | Mthly      | 1 D.P.       | AW      | <u>297</u><br>297 | <b>100%</b><br>G          | <u>330</u><br>330 | <b>100%</b><br>G          | <u>270</u><br>271 | <b>100%</b><br>G          | -                 | -                         | -                 | -                         | -                 | -                         |
| BC 1.2  | Building Control - % of requests for dangerous structures assessment response to within target | 100%     | 95% |            | Mthly      | 1 D.P.       | AW      | <u>6</u><br>6     | <b>100%</b><br>G          | <u>8</u><br>8     | <b>100%</b><br>G          | <u>2</u><br>2     | <b>100%</b><br>G          | -                 | -                         | -                 | -                         | -                 | -                         |
| BC 1.3  | Building Control - % market share against private sector competition                           | 75%      | 70% |            | Mthly      | 1 D.P.       | AW      | <u>86</u><br>128  | <b>67%</b><br>R           | <u>121</u><br>147 | <b>82%</b><br>G           | <u>131</u><br>165 | <b>79%</b><br>G           | -                 | -                         | -                 | -                         | -                 | -                         |
| REG 1.1 | Regulatory Services - Customer Satisfaction Rating   | 80%      | 80% |            | Mthly      | 1 D.P.       | all     | <u>0</u><br>0     | <b>#DIV/0!</b><br>#DIV/0! | <u>0</u><br>0     | <b>#DIV/0!</b><br>#DIV/0! | <u>0</u><br>0     | <b>#DIV/0!</b><br>#DIV/0! | <u>0</u><br>0     | <b>#DIV/0!</b><br>#DIV/0! | <u>0</u><br>0     | <b>#DIV/0!</b><br>#DIV/0! | <u>0</u><br>0     | <b>#DIV/0!</b><br>#DIV/0! |

Page 36

**PLG 1.1 (red)** – low volume of appeals (currently 5 which have been allowed of 11 submitted in the last 12 months) resulting in continued fail. Appeal decisions are made by a third party so not in our control. We provide a good service to applicants working to negotiate revisions to proposals to get them policy compliant & acceptable.