



Working in partnership with



Overview Scrutiny & Policy Development Committee

30th November 2022

Partnership Update


Jonathan Ellis



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2021/22 Operational Highlights

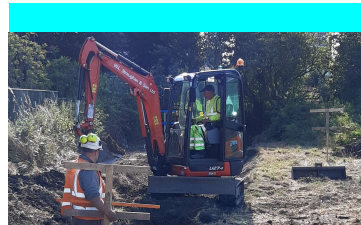
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Some Operational Highlights 2021/22

All service areas contributed to delivery of the annual service plan:



Whitley Bay Ice Rink's owners were ordered to pay over £25,000 for asbestos offences following an Environmental Health investigation.



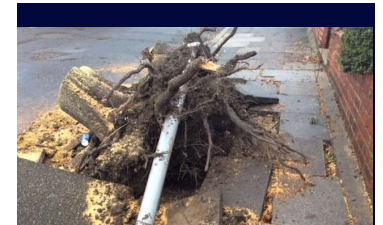
Flood alleviation works were completed to the rear of Otterburn Avenue in Wellfield.



Temporary road closures were introduced outside four North Tyneside schools through the School Streets initiative.



Work to strengthen Pier Road Bridge in Tynemouth was completed.



Highways and Building Control supported the council's response to the hundreds of incidents caused by the winter storms.

Some Operational Highlights 2021/22



Design, construction, communications and project management support for the regeneration of North Shields town centre and Fish Quay.

Better Health
at Work Award
Maintaining Excellence

The Partnership retained the highest status of the North East Better Health at Work Award – Maintaining Excellence.



A breakfast club, sponsored by Capita, at Percy Main Primary School, is a success.



Building Control and Highways supported the council's response to winter storms.



A target of 1,000 volunteering hours in 2021/22 has been exceeded by staff.

Some Operational Highlights 2021/22



BSI audits were passed – the Partnership holds ISOs 9001, 14001 and 45001

Protect our children's air

**Please turn
your engine off
while waiting**

Our Go Smarter team has launched North Tyneside's first anti-idling campaign.



Construction work for Bellway Homes at West Moor Roundabout.



Capita sponsored community murals to commemorate Meadow Well's progress since the 1991 riots.




Colleagues demonstrated how they provide better outcomes in videos shared with their colleagues.

Customer Service Support

In response to requests from the Cabinet Member for the Environment:



- Sixty-five engineering letter templates were reviewed and amended to ensure they aligned with the council's Customer First principles.
- A mystery shopper exercise was conducted which confirmed that, in normal circumstances, calls to the Parking Control team are dealt with in a timely manner.
- A review was undertaken of historical Members' Enquiries (ME). Although it did not identify a significant issue, a plan was put in place for continuous improvement.

A decorative header consisting of a series of vertical bars of varying heights and widths, some white and some light blue, set against a dark blue background.

2021/22 Partnership
Value-add activities

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2021/22 Highlights



The following was supported by Capita between April 2021 and March 2022:

- Capita maintained the Better Health at Work: Maintaining Excellence award
- Capita maintained the Investors in People: Silver award and the “we invest in apprentices” award
- We continue to support and build on our North of Tyne Combined Authority Good Work pledge award

- **1033** volunteering hours were donated to the local community
- Work continued with the Engineering Development Trust: Gold (George Stephenson High School) and Bronze Projects (Norham High School) with Norham winning a national award for Best STEM solution award. (£4641)

- Sponsored the Greggs Breakfast Club at Percy Main Primary School which supports over **60** students to start their day with a nutritional breakfast. Pledged to support for two years. (£2750)
- Presence on governors boards: Norham High School, Percy Main Primary School, Amberley Primary School and Forest Hall Primary School and continue to have an Enterprise Advisor from Capita at Norham High School

- **4 x** staff members signed up to support local schools by mentoring students via the Boys Network
- Partnership Director invited to become Chair of Norham High School Governors

Meadowell Connected

Our strategic partnership with Meadowell Connected continued with our Partnership Director becoming Chair of the Board of Trustees.

£3750 was donated to the charity from Capita (excluding Pro Bono)

Support for Meadow Well Connected

The strategic partnership with Meadow Well Connected continued to result in positive outcomes for the charity.

Capita sponsored two colourful murals, which commemorated Meadow Well's progress during the 30 years since the area's riots of September 1991.

One mural is on a wall of the charity's Waterville Road premises and was inspired by a photograph of a thrush taken in its gardens and flowers grown in the gardens by two volunteers.

The other mural is on the back wall of the adjacent BAY Foodbank and displays the word 'Together' surrounded by bees gathering nectar. This extra-large mural can be seen by people travelling on the nearby Metro or walking on the recently planted woodland area. Both murals were created by Durham-born community mural artist Lewis Hobson.

Capita also helped the charity to find a solution for its pot-holed and unsafe car park. Capita's Commercial Manager Phil Knowles contacted Tarmac Trading Limited and Roadline (NE) Ltd who agreed to do the work at cost. They also took the time to do a minor repair to the back car park for no extra charge.

Meanwhile, Capita staff took part in a variety gardening work at the charity's premises and with the help of staff donations, around £400 was raised to help the charity provide Christmas community meals and gifts to the local community.

Pictured, from top to bottom: A mural of a thrush and flowers on Meadow Well Connected's Waterville Road premises; a second mural is on the back wall of the adjacent BAY Foodbank; and staff volunteers working in a polytunnel within the charity's grounds.



Employability

- 2 x Graduates
- 1 x Year Out Placement
- 2 x Apprentices
- 3 x Placements
- 2 x Kickstart Placements

Learning on the job with an apprenticeship



Katie Gallagher

Property Apprentice



Team: Strategic Property
Apprenticeship: Level 3 Advanced Surveying Diploma
Learning provider: JACE Training
Start date of apprenticeship and duration: May 2021, lasting around two years

What attracted you to Capita?
Capita's willingness to devote time and resources to the education and career progression of its employees. As an apprentice, this is something that is really important to me.

Why did you decide to do an apprenticeship?
To gain experience working on the job as a professional alongside pursuing the qualifications that will enable me to progress in my career.

What do you most enjoy about your job/apprenticeship?
Applying the knowledge that I have developed through my apprenticeship programme to the cases that I have working on in the office. I have found particular interest in dealing with new lettings and I am always keen to improve my skillset and work alongside my colleagues on cases that I may not have had much prior experience with. I find that this helps to expand on my knowledge in certain subject areas as well as identifying my strengths and weaknesses.

What work/tasks are you working on at present?
My day-to-day task is to work alongside our surveyors with the general management of North Tyneside Council's commercial property portfolio. I particularly have the most involvement with the new lettings, providing rental with new lettings, providing rental valuations, lease renewals and assisting our finance officers with the annual service charge budgets.

What are your biggest challenges?
It can be challenging to maintain a good work, study, and life balance. Learning to prioritise what needs to be done and accepting that you may not always be able to complete your tasks as quickly as you would like to.

How has Capita supported you in your apprenticeship?
I have bi-weekly meetings with my line manager and mentor to discuss any cases that I may require support with. On a less frequent basis I meet with the Learning and Development team to discuss my apprenticeship programme. I am grateful for the support that Capita provides to enable me to complete my qualifications and progress my career.

What are your future plans?
Upon successful completion of my Surveying Diploma in April 2023, I will be recognised as an Associate of the Royal Institution of Chartered Surveyors (RICS). I am very keen to then progress onto the Level 6 Real Estate Surveying qualification and become a Chartered Surveyor. I would like to use these qualifications to develop my career and take on a more advanced surveying role in the Strategic Property team.

What would your advice be for anyone considering applying for an apprenticeship?
I would recommend anyone that was thinking of applying for an apprenticeship should go for it! Apprenticeships are a great way of getting a head start in your career whilst completing a relevant qualification. The interaction that you have in the workplace allows you to gain on the job experience which complements your studies. Typically, you would not have this benefit if you studied full-time.

“Katie is a fantastic addition to the Strategic Property team and has impressed everyone from day one. She won an internal employee recognition award for her input and assistance with a project she supported with a local high school. Katie is extremely dedicated and continues to strive – a true asset to the team.”

Pamela McGorie, Line Manager

Ryan Garnett

Construction Operative Apprentice



Team: Highways
Apprenticeship: Level 2 Construction Operations
Learning provider: Northumberland College
Start date of apprenticeship and duration: September 2020, lasting 18 months

What attracted you to Capita?
Capita provides many opportunities and the chance to progress in your career. I live in the local area and Capita has provided me with the opportunity to improve my local community.

Why did you decide to do an apprenticeship?
I decided to do an apprenticeship because I prefer more practical than academic based work. Apprenticeships offer you the opportunity to both work and learn on the job.

What do you most enjoy about your job/apprenticeship?
I most enjoy learning new things and having new challenges daily. It is a rewarding job knowing you are making a positive change within the local community. I also enjoy seeing the progress once the jobs are finished.

What work/tasks are you working on at present?
I am currently working on a project in Killingworth, outside a primary school. This involves removing and replacing the tarmac.

What are your biggest challenges?
One of the biggest challenges is working outdoors when the weather conditions are poor. Another challenge is dealing with traffic management during peak times.

How has Capita supported you in your apprenticeship?
Capita has supported me by allowing me to go over anything that I am unsure of, so I understand fully and gain more confidence. I attend college one day per week to enhance my knowledge and gain qualifications. I am encouraged to work independently and as a team.

What are your future plans?
To complete my apprenticeship and work towards becoming a supervisor. I would like to obtain my driving on-site qualifications.

What would your advice be for anyone considering an apprenticeship?
I would 100 per cent recommend it to anyone. I would advise working hard and you will reap the rewards.

“Ryan has a good attitude, good work ethic, and is willing to listen and learn. He has a bright future ahead of him.”

Steve Graham, Line Manager

Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
Youth Skills and Jobs	Green	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	45 x new starters, 12 x promotions, 9 x NT area, 6 x unemployed, 2 x ex service personnel
	Yellow	Provision of "entry to employment" model for work experience, apprenticeships, school leavers, graduates. Numbers included in the PI's below.	See below
Responsible Business Objectives - Youth Skills and Jobs, Diversity and Inclusion, Digital Inclusion and Sustainable Innovation	Green	Support for Small to Medium Enterprises through mentoring, advice, pro bono or investment/sponsorship.	£3040 donated to a local SME in Tynemouth and £2500 donated to the North Tyneside Business Awards. Offer made to SME's for Apprenticeship levy gifting.
Youth Skills and Jobs	Yellow	Form a Strategic Partnership with a North Tyneside Charity for Veterans, providing support through mentoring/advice, volunteering and financial support	Anthony Hewitt resigned leaving a vacancy for the Trustee Board, recently Nick Preston has taken over this position (Q1) so engagement will increase next year. .We have paid for various printing for them and donated Christmas selection boxes for children/grandchildren of veterans.
Responsible Business Objectives - Youth Skills and Jobs, Diversity and Inclusion, Digital Inclusion and Sustainable Innovation	Green	Form a Strategic Partnership with a North Tyneside Charity, donating a minimum of £2,500 per year and donate a minimum of 500 hours of volunteering to the local community per year.	1066 volunteering hours formally recorded and £14,260 in sponsorships made, £6975 in donations, £1601 donated to charity and £1900 in pro bono. Support to MWC includes Partnership Director remaining finance chair and chair of the charity.
Operating Responsibility	Green	Maintain Investors in People	Maintained Silver in 2021 and maintained We invest in Apprentices.
Diversity and Inclusion	Green	Maintain Better Health at Work Award (5 x Campaigns per year)	Maintained our Maintaining Excellence Award.

Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
Youth Skills and Jobs		Record investment for all training and development including apprenticeships, graduate training and professional development	Investment met and included in Investment schedule
		Join, and remain a member, of the NTLT for the duration of the NTC partnership. Apply for membership in 2012 and each year thereafter.	Margie Burdis appointed as a board member of NTLT and Capita sponsored 2 x NTLT Star Awards as well as support many World of Work events with local schools.
		Provide work experience placements to Trust Schools via NTLT. Provide a minimum of four work experience placements each year.	2 x work placements completed (Network Management and Construction/Major Projects) Next year we will work with schools to promote the uptake or placements offered.
		Engage with primary and secondary schools in North Tyneside via NTLT to implement Science, Technology, Engineering and Mathematics (STEM) activities. Support STEM events at two primary and two secondary schools each year.	Delivered 2 x Engineering Development Trust: Bronze Projects and Young Enterprise: Company Programme and Women in Engineering Event to Norham High School and made a donation towards equipment for their STEM subjects including a school trip. Committed to support Percy Main Primary School with Engineering Education Scheme: Challenge Award and the planning meetings were in Q4 and donation made towards equipment for their STEM subjects.
		To support NTC Partnership employees to become a Trust School Governor. To nominate two employees to become Foundation Governors at local schools over the lifetime of the Partnership.	We have 4 x School Governors in place at local schools and we advertise vacancies quarterly. Case Study completed.
		As a minimum all staff working towards qualifications/professional development to become a STEM Ambassador, equating to two volunteering events per year	STEM inductions/refresher training took place twice in 2021 and we have a list of registered ambassadors and volunteering opportunities are shared with them quarterly by the Partnership. More work is needed to encourage the STEM ambassadors to take on more opportunities.
		To extend our existing involvement in the EDT's Engineering Education into North Tyneside. Support a minimum of one secondary school in North Tyneside to participate in the Engineering Education Scheme.	Delivered Engineering Development Trust: Gold Project to George Stephenson High School led by Network Management and Construction. Capita also supported on the judging panel.
		To support young persons and school leavers into employment through apprenticeships. Create a minimum of 30 new apprentices during the first five years of the Partnership.	Delivered within 5 years.

Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
Youth Skills and Jobs	Green	Engage with tertiary learning providers in NT to implement training and employment opportunities. Support curriculum development and provide a minimum of 2 sponsorships, 2 placements and 2 technician or graduates places per annum	Recruited 6 x graduates and 2 x Year Out Placements from local universities.
	Grey	Engage with local providers including North Tyneside Council to support a minimum of 3 unemployed people with employability/entrepreneurship skills per year.	Due to other priorities resulting from post covid recovery it was not possible for these opportunities to be taken up on this year so it has been agreed as a deferred target
Diversity and Inclusion	Green	Promote Women in STEM through various initiatives including Women in Engineering Day, quarterly reporting of Women in STEM positions and mentoring of female students in North Tyneside. Support the WISE Group campaigns where relevant to NT.	Supported Women in Engineering Day with Norham High School and promote case studies of our Women in STEM. Hiba Wilson is on the ICE Young Persons Panel.
Youth Skills and Jobs	Grey	Engage with local providers including North Tyneside Council to support a minimum of 3 NEET's with employability/entrepreneurship skills per year.	Due to other priorities resulting from post covid recovery it was not possible for these opportunities to be taken up on this year so it has been agreed as a deferred target
Diversity and Inclusion	Green	Support with a minimum of one placement per year for a student aged 16-24 with learning difficulties or special learning needs.	3- 4 month placement via North Tyneside Council - SEND Placement with the Public Protection Team.
Youth Skills and Jobs	Green	Recruit a minimum of 2 x Kickstart placements per year (or an equivalent government employability initiative)	2 x Kickstart Placements in Highways - 1 x was offered an apprenticeship.
Diversity and Inclusion	Yellow	Uphold the commitments of the Armed Forces Corporate Covenant, Support reservists in their commitments to active duty and training, offer up to 10 days special leave to complete training commitments. Capita to have a presence at the North Tyneside Armed Forces Forum.	Armed Forces Forum on hold at present by North Tyneside Council and 1 x reservist has taken his 10 x days for training in 2021.

Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
	Green	To extend our existing involvement in the EDT's Engineering Education into North Tyneside. Support a minimum of one secondary school in North Tyneside to participate in the Engineering Education Scheme.	Delivered Engineering Development Trust: Gold Project to George Stephenson High School led by Network Management and Construction. Capita also supported on the judging panel.
Diversity and Inclusion	Yellow	Demonstrate commitment to support inactive Reserves and ex service personnel through development and support. Support the recruitment of Reserves.	1 x reservist has taken his 10 x days for training in 2021.
Youth Skills and Jobs	Yellow	Recruit a minimum of 3 x new apprentices per year and support 2 x staff per year to upskill through an apprenticeship/qualification	3 x New Apprentices recruited with 0 x staff taking the opportunity up to upskill via the levy. Have support from HR on the resourcing calls to challenge vacancies to be apprenticeships and L&D to challenge training requests to be apprenticeships.
Youth Skills and Jobs, Diversity and Inclusion, Digital Inclusion and Sustainable Innovation	Green	Ensure we support the local community with a minimum of £2,500 donation and 500 volunteering hours	1066 volunteering hours formally recorded and £14,260 in sponsorships made, £6975 in donations, £1601 donated to charity and £1900 in pro bono.
Operating Responsibility	Green	Maintain Investors in People	Maintained Silver in 2021 and maintained We invest in Apprentices.
Diversity and Inclusion	Green	Maintain Better Health at Work Award (5 x Campaigns per year)	Maintained our Maintaining Excellence Award.

Investment schedule 2021/22

Investment schedule returned a total of **£2,419,000** against a contract commitment of £2,258,000. This is currently with the Council finance team for audit.

PEOPLE £757,000

Employability sessions

Corporate parenting

STEM ambassadors

Entry to employment

Support to MWC, girls
network and forward Assist

Investors in People

PLACES £352,000

Support to Major Projects in
the borough

Support to regeneration
activity

Community Liaison support

Streetworks, pavements
and footpath activities

Support to schools and NT
learning trust

ECONOMY £1,310,000

Local employment
initiatives

Graduate and apprentice
appointments

Training and development
activities

Work with NT business
forum and SME's

People Update
2021/22

|04

People Update 2021/22

£150,700 was spent on training for North Tyneside staff

13 x staff successfully completed apprenticeship qualifications

10 x staff successfully completed academic studies/professional qualifications

Mental Health Ally training continued and a new wellbeing framework, policy and standard was launched.

Launch of Reasonable Adjustment Passport and Procedure to ensure all employees have the correct support in the workplace.

Staff Focus Group was relaunched and the group support with making recommendations for the people survey action plan

New Manager Passport launched to help increase managers capabilities at all levels within the workplace

2021/22
Performance Update

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Cross Cutting Action Plans Q4 2021/22

KPI ref	Definition	Frequency	Owner
CC 1	Savings and Income	Quarterly	Partnership Director
CC 2	Enforcement review	Quarterly	Partnership Director
CC 3	We Listen, We Care - Customer Experience Programme	Quarterly	Partnership Director
CC 4	Delivery of Benchmarking Action Plans	Quarterly	Partnership Director
CC 5	Building Back Better - recovery from Covid-19 impacts	Quarterly	Partnership Director
CC 6	Support for Norham School	Quarterly	Partnership Director
CC 7	Environmental Sustainability - support to Climate Emergency	Quarterly	Partnership Director
CC 8	Supporting North Tyneside's ambitions	Quarterly	Partnership Director

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G

Cross Cutting PI Dashboard - Q4 2021/22

Category 1 PI's

KPI ref	Definition	Expected	Min
CC 1.1	Time taken to respond to Member Enquiries	90%	90%
CC 1.2	Time taken to respond to FOI requests	90%	90%
CC 1.3	Time taken to respond to Stage 1 Corporate Complaints	90%	90%
CC 1.4	Land Charges – Time taken to respond to requests for information	90%	90%

January		February		March	
Figures	%	Figures	%	Figures	%
<u>130</u>	99.24%	<u>252</u>	97.30%	<u>265</u>	99.62%
131	G	259	G	266	G
<u>13</u>	76.47%	<u>18</u>	100.00%	<u>18</u>	94.74%
17	R	18	G	19	G
<u>5</u>	100.00%	<u>5</u>	100.00%	<u>3</u>	100.00%
5	G	5	G	3	G
<u>247</u>	100.00%	<u>176</u>	98.88%	<u>182</u>	98.91%
247	G	178	G	184	G

Property Action Plan Dashboard – Q4 2021/22

ACTION PLANS

KPI ref	Definition	Frequency	Owner
AP PROP 1	Property Blueprint	Quarterly	BD/PM
AP PROP 2	Backdated reviews - rent reviews and lease renewals	Quarterly	PM
AP PROP 3	Non-operational premises compliance	Quarterly	PM
AP PROP 4	Monitoring process of Rent reviews and Lease Renewals & Lease completions from instruction to legal	Quarterly	PM
AP PROP 5	Activities on Council Land Policy	Quarterly	PM

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
-		-		-		-	
	G		G		G		G
-		-		-		-	
	G		G		G		G

Property KPI Dashboard – Q4 2021/22

Category 2 KPI's

KPI ref	Definition	Expected	Min	Weighting	Frequency	Accuracy	Owner
PROP 2.1	Asset Valuations delivered to timescale	100%	100%	40%	Annual	2 D.P.	PM
PROP 2.2	Housing Stock Valuations delivered to timescale	100%	100%	40%	Annual	2 D.P.	PM
PROP 2.3	% of lease renewals and rent reviews dealt with on time	100%	95%	20%	Mthly	Whole number	PM

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-						1	100.00%
						1	G
-						1	100.00%
						1	G
38	100%	37	100%	33	100%		
38	G	37	G	33	G		

Category 1 PI's

KPI ref	Definition	Expected	Min	Frequency
PROP 1.1	% of lettings completed on time	80%	70%	Quarterly
PROP 1.2	Debt recovery actions	96%	91%	Mthly
PROP 1.3	% of properties let from the Council's commercial portfolio	75%	70%	Mthly
PROP 1.4	Strategic Property Customer Satisfaction	90%	80%	Quarterly

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-						4	100.00%
						4	G
29	100.00%	38	100.00%	33	100.00%		
29	G	38	G	33	G		
201	84.81%	204	86.08%	209	86.36%		
237	G	237	G	242	G		
-						3	100.00%
						3	G

Engineering Action Plan Dashboard – Q4 2021/22

ACTION PLANS

KPI ref	Definition	Frequ	Owner
AP ENG 1	Support, review and Freud update the Transport Strategy and associated supporting documents	Quarterly	CT/DM
AP ENG 2	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	Quarterly	NS/SL
AP ENG 3	Produce Sign Policy and Guidance Document	Quarterly	NS/SL
AP ENG 4	Road Marking Condition Assessment and Asset Inventory Collection	Quarterly	AH
AP ENG 5	Review of Highway Policies – 1) Overhanging Vegetation 2) Road Traffic Accidents	Quarterly	AH
AP ENG 6	Electric Vehicles	Quarterly	SL

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
	G		G		G		G
	G		G		G		G
	G		G		G		G
	A		A		G		G
	R		R		R		R
	G		G		G		G

Engineering KPI Dashboard– Q4 2021/22

Category 2 KPI's

KPI ref	Definition	Expected	Min	W/t	Freq	Accuracy	Owner	January		February		March	
								Figures	%	Figures	%	Figures	%
ENG 2.1	Roads and Pavements – Percentage of routine street care safety inspections carried out on time	95%	90%	25%	Mthly	2 D.P.	AP	<u>832</u>	99.88%	<u>633</u>	100.00%	<u>175</u>	100.00%
								833	G	633	G	175	G
ENG 2.2	Roads and Pavements – Percentage of CAT 1 highway defects that were compliant within 24 hours	98%	96%	25%	Mthly	2 D.P.	AP	<u>10</u>	100.00%	<u>5</u>	100.00%	<u>10</u>	100.00%
								10	G	5	G	10	G
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	98%	96%	25%	Mthly	2 D.P.	AP	<u>159</u>	98.15%	<u>229</u>	99.13%	<u>308</u>	100.00%
								162	G	231	G	308	G
ENG 2.4	Parking - No. of PCNs correctly issued	99%	97%	5%	Mthly	2 D.P.	AP	<u>24,861</u>	99.98%	<u>25,029</u>	99.98%	<u>24,680</u>	99.98%
								24,867	G	25,034	G	24,684	G
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	93%	90%	20%	Mthly	2 D.P.	AP	<u>31</u>	96.88%	<u>21</u>	52.50%	<u>40</u>	65.57%
								32	G	40	R	61	R

ENG 2.5 failure has been the subject of a warning notice and a remediation plan has been submitted in Q1 2022/23.

Engineering PI Dashboard– Q4 2021/22

Category 1 PI's

KPI ref	Definition	Expected	Min	Freq	Accuracy	Owner
ENG 1.1	Roads and Pavements – Time taken to respond to permit request	99%	95%	Mthly	2 D.P.	RR
ENG 1.2	Roads and Pavements – Permit scheme compliance of Capita workforce.	91%	86%	Mthly	2 D.P.	AH
ENG 1.3	Roads and Pavements – Percentage of pothole and footpath enquiries inspected within 3 working days	85%	75%	Mthly	2 D.P.	AH

January		February		March	
Figures	%	Figures	%	Figures	%
<u>779</u>	100.00%	<u>825</u>	100.00%	<u>1053</u>	100.00%
779	G	825	G	1053	G
<u>246</u>	94.98%	<u>231</u>	88.51%	<u>289</u>	91.75%
259	G	261	A	315	G
<u>114</u>	95.00%	<u>71</u>	92.21%	<u>108</u>	97.30%
120	G	77	G	111	G

Regulatory Services Action Plan Dashboard – Q4 2021/22

ACTION PLANS

KPI ref	Definition	Owner	January		February		March		Q4 / Annual	
			Figures	%	Figures	%	Figures	%	Figures	%
AP PLG 1	Planning policy documents and Local Plan	JP								
				G		G				
AP REG 1	Housing Enforcement Policy	JL								
				G		G		G		G
AP REG 2	Food Law Plan 2020-2022	JL								
				G		G		G		G
AP REG 3	Cumulative Impact Assessment	JL								
				G		G		G		G
AP REG 4	Review of Street Trading Scheme	JL								
				G		G		G		G
AP REG 5	Review of Hackney Carriage and Private Hire Licensing Policy	JL								
				G		G		G		G
AP REG 6	Review of Covid-19 Outbreak	JL								
				G		G		G		G
AP BC 1	Building Control Enforcement Procedure	AW								
				G		G		G		G
AP BC 2	Review of Building Control Service	AW								
				A		A		A		A
AP BC 3	Retention of Building Control Quality Assurance status and update to ISO9001:2015	AW								
				A		A		A		A
				G		G		G		G

Regulatory Services KPI Dashboard – Q4 2021/22

Category 2 KPI's

KPI ref	Definition	Expected	Min	w/t	Own
PLG 2.1	Planning - % major applications determined on time	95% sliding scale	90% sliding scale	20%	JP
PLG 2.2	Planning - % minor applications determined on time	96%	90%	20%	JP
PLG 2.3	Planning - % other applications determined on time	96%	92%	20%	JP
PP 2.1	Public Protection - Persistent Environmental Health complaints in relation to domestic or business premises	100%	95%	15%	JL
PP 2.2	Public Protection - Broadly Compliant Food Establishments	90%	86%	10%	JL
BC 1.4	Building Control - Building Regulations decisions issued within statutory target dates	77%	62%	15%	AW

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
<u>27</u>	100%	<u>24</u>	100%	<u>23</u>	100%	<u>23</u>	100%
27	↑	24	↑	23	↑	23	G
<u>147</u>	100%	<u>148</u>	100%	<u>146</u>	100%	<u>146</u>	100%
147	↑	148	↑	146	↑	146	G
<u>832</u>	99%	<u>831</u>	100%	<u>837</u>	100%	<u>837</u>	100%
837	↑	834	↑	839	↑	839	G
<u>1</u>	100%	<u>2</u>	100%	<u>2</u>	100%	-	
1	G	2	G	2	G	-	
1361	94%	1366	94%	1368	94%	-	
1454	G	1457	G	1453	G	-	
<u>27</u>	96%	<u>33</u>	97%	<u>28</u>	100%	<u>?</u>	100.00%
28	G	34	G	28	G	?	G

Regulatory Services PI Dashboard – Q4 2021/22

Category 1 PI's

KPI ref	Definition	Expected	Min	Frequency	Owner
PLG 1.1	Planning - % appeals contrary to officer decision	28%	32%	Mthly	JP
PLG 1.2	Planning - % discharge of conditions determined on target	80%	74%	Mthly	JP
PLG 1.3	Planning - % minor pre application enquiries responded to in time	91%	86%	Mthly	JP
PLG 1.4	Planning - % stage 1 major pre-applications responded to in 5 weeks	80%	70%	Mthly	JP
PLG 1.5	Planning - % Committee decisions made contrary to Officer advice	10%	15%	Mthly	JP
PLG 1.6	Planning - % enforcement cases enforcement cases closed within target	85%	75%	Mthly	JP
BC 1.1	Building Control - % of requests for site inspections responded to within target	98%	95%	Mthly	AW
BC 1.2	Building Control - % of requests for dangerous structures assessment response to within target	100%	95%	Mthly	AW
BC 1.3	Building Control - % market share against private sector competition	75%	70%	Mthly	AW
REG 1.1	Regulatory Services - Customer Satisfaction Rating	80%	80%	Mthly	all

January		February		March	
Figures	%	Figures	%	Figures	%
<u>7</u> 18	39% R	<u>7</u> 17	41% R	<u>7</u> 16	44% R
<u>118</u> 125	94% G	<u>110</u> 116	95% G	<u>113</u> 119	95% G
<u>190</u> 193	98% G	<u>188</u> 191	98% G	<u>174</u> 177	98% G
<u>18</u> 19	95% G	<u>17</u> 18	94% G	<u>17</u> 18	94% G
<u>6</u> 61	10% G	<u>6</u> 60	10% G	<u>5</u> 61	8% G
<u>431</u> 438	98% G	<u>441</u> 450	98% G	<u>450</u> 460	98% G
<u>264</u> 264	100% G	<u>276</u> 276	100% G	<u>380</u> 380	100% G
<u>28</u> 28	100% G	<u>22</u> 22	100% G	<u>11</u> 11	100% G
<u>85</u> 103	83% G	<u>84</u> 111	76% G	<u>98</u> 127	77% G
<u>5778</u> 6830	85% G	<u>5778</u> 6830	85% G	<u>5778</u> 6830	85% G