



## 1: Exceptions

### Performance

		10/11 Outturn	This Quarter	Target	Against Target	Comparison Against				Overall Comment on Performance
						Previous Quarter	Perf. v previous quarter	Same quarter last year	Perf. v last year	
NI 157	% planning applications determined in:									
	a. 13 weeks major	70.59%	0%	75%	☹	66.67%	☹	100%	☹	
	b. 8 weeks minor	87.67%	71.88%	80%	☹	85.71%	☹	92.31%	☹	
	c. 8 weeks other	92.62%	77.88%	90%	☹	92.91%	☹	95.45%	☹	
<b>Private Sector</b>	% of major adaptations completed within 12 months of Social Services referral	72%	80%	95%	☹	83%	☹	30%	😊	Although performance is below target there have been 7 months (majors) and 5 months (minors) where performance has been 100%
	% of minor adaptations completed within 6 months of Social Services referral	74%	40%	95%	☹	100%	☹	86%	☹	

**Exceptionally good performance:**

		10/11 Outturn	This Quarter	Target	Against Target	Comparison Against				Overall Comment on Performance
						Previous Quarter	Perf. v previous quarter	Same quarter last year	Perf. v last year	
NI 155	Number of affordable homes delivered (LAA)	51.00	17.00	9	😊	26	😞	12.00	😊	Performance has been consistently above target.
<b>Housing Options</b> No. potentially homeless households for whom housing advice resolved their situation		234	83	45 (180 per year)	😊	68	😊	127	😞	

**People– Vacancies and Sickness Absence-where 3% or more available days lost (to meet target of 7.6 days per employee we need to lose less than 3% of available days).**

Service	Total FTE	No of available days	Vacancies		Sickness Absence			Comments
			No of working days lost	% available days lost	*Target – max working days sickness	Days lost due to sickness	% of available days lost	
Development & Assets	25.68	1617.84	214.25	13.24%	49.02	85.00	5.25%	
Housing and Comm Services – (excluding Benefits and Community Safety Team )	19.00	1197.00	35.32	2.95%	36.27	56.00	4.68%	

**\* Target for sickness based on an annual target of 7.6 days per employee across the council (equates to 3.03% of available days lost)**

## Portfolio Priorities – No exceptions

### 2. Unit Cost

	Q4	Q3	Q2	Q1	Actions for Improvements
<b>Development and Assets</b>					
Building control: cost per BC application		£369.70	£263.61	£320.13	
Development control: cost per DC application		£676.43	£690.81	£674.40	
Facilities & asset: energy usage per square metre					
<b>Housing and Community Services</b>					
Prevention of homelessness: cost per case resolved	£279	£279	£399	£646	
DFG: cost per completed application	£1554	£1473	£701.75	£1332	
Housing application cost per application	£38	£63	£65	£123	
Affordable warmth: cost of service/number of customers helped			£13.087	£107	

**Supporting Information**  
National Performance Measures

		10/11 Outturn	This Quarter	Target	Against Target	Comparison Against				Overall Comment on Performance
						Previous Quarter	Perf. v previous quarter	Same quarter last year	Perf. v last year	
NI 157	% planning applications determined in:									
	d. 13 weeks major	70.59%	0%	75%	☹	66.67%	☹	100%	☹	
	e. 8 weeks minor	87.67%	71.88%	80%	☹	85.71%	☹	92.31%	☹	
	f. 8 weeks other	92.62%	77.88%	90%	☹	92.91%	☹	95.45%	☹	
NI 155	* Number of affordable homes delivered (LAA)	51.00	17.00	9	☺	26	☹	12.00	☺	
NI 156	No of household living in temporary accommodation	2	2	3	☺	0	☹	0	☹	Performance is in line with rise in homelessness that is predicted in 2011/12. The lack of access into hostel accommodation in the City area is also a factor.

Local/Customer Related Service Measures


	09/10 Outturn	This Quarter	Target	Against Target	Comparison Against				Overall Comment on Performance
					Previous Quarter	Perf. v previous quarter	Same quarter last year	Perf. v last year	
% of decent TOH homes	65%	65%	60%-yearly target	😊	60%	😊	24%	😊	
<b>Housing Options</b> No. potentially homeless households for whom housing advice resolved their situation	234	83	45 (180 per year)	😊	68	😊	127	😞	Performance has been consistently above target.
<b>Private Sector</b> % of major adaptations completed within 12 months of Social Services referral	72%	80%	95%	😞	83%	😞	30%	😊	Although performance is below target there have been 7 months (majors) and 5 months (minors) where performance has been 100%
% of minor adaptations completed within 6 months of Social Services referral	74%	40%	95%	😞	100%	😞	86%	😞	

## People– Vacancies and Sickness Absence


Service	Total FTE	No of available days	Vacancies		Sickness Absence			Comments
			No of working days lost	% available days lost	*Target – max working days sickness	Days lost due to sickness	% of available days lost	
Development & Assets	25.68	1617.84	214.25	13.24%	49.02	85.00	5.25%	
Housing and Comm Services – (excluding Benefits and Community Safety Team )	19.00	1197.00	35.32	2.95%	36.27	56.00	4.68%	
Planning Policy	4.93	310.59	42.05	13.54%	9.41	0.00	0.00%	
<b>Total</b>	<b>49.61</b>	<b>3125.43</b>	<b>291.62</b>	<b>29.73%</b>	<b>94.70</b>	<b>141.00</b>	<b>9.93%</b>	


\* Target for sickness based on an annual target of 7.6 days per employee across the council (equates to 3.03% of available days lost)

Portfolio Priorities 2008 – 2011 – Summary of actions this quarter

Priority 1	Deliver the Local Development Framework		
Activity this Quarter	Update On Objectives and Outcomes		Objectives for Next Quarter
	Status	Comment	
<p><u>Objectives for Quarter</u></p> <p>To host a seminar for Parish/ Town Council representatives on the Planning provisions of the Decentralisation and Localism Bill.</p> <p>To consider the options available for the Core Strategy (or Local Plan) for Blaby District, in light of the 'Decentralisation and Localism Bill' and the impact of proposals in the Bill on the Local Development Framework..</p> <p>To analyse and prepare a report on the questionnaire responses.</p> <p>To respond to the anticipated consultation on the Draft Local Investment Programme.</p>	<p>In progress</p> <p>On-going</p> <p>On- going</p> <p>Completed</p>	<p>Seminar ' on – hold' until after the Parish Council elections on 5<sup>th</sup> May. Localism Bill continues to make its way through Parliament.. Changes to the Bill are expected to be made.</p> <p>The Localism Bill is currently passing through its Parliamentary stages. Changes are anticipated in to the Bill when it is enacted (expected November 2011).</p> <p>Responses received from all but 6 Councils and Meetings.</p>	<p>Consider hosting a seminar for Parish Council representatives</p> <p>Revise the Local Development Scheme ( report scheduled to 4<sup>th</sup> July meeting of Cabinet ).</p> <p>Consider responses in the context of the Leicester and Leicestershire Housing requirement project (expected June 2011). Report scheduled to 4<sup>th</sup> July meeting of Cabinet.</p>

<u>Other Achievements this Quarter</u>			
Responded to the Leicester and Leicestershire Waste LDF Allocations Document.	Completed		
Submitted comments on the Local Transport Plan3 Implementation Plan.	Completed		
Submitted comments on the proposals for DIRFT 3 .	Completed		
Submitted an application to DCLG for Blaby South to be a Front Runner ( formerly Vanguard ) Authority for a Neighbourhood Development Plan. Awarded 'First wave ' status.	Completed	Steering Group formed. Awaiting invitation to DCLG, London (expected May 2011) , before establishing the programme and agreeing procedures.	Consider and act on requirements of DCLG.
Contributed to defending the Council's position at 3 Public Inquiries concerning large scale development.	Completed	Provided evidence at Huncote and Countesthorpe Inquiries and supported the Council's case at Glenfield Park Inquiry.	
Core Strategy Settlement Hierarchy report published.	Completed		
Strategic Housing Land Availability Assessment ( SHLAA) updated to March 2010 and published.	Completed		
Employment Land Availability schedule ( March 2011) published.	Completed.		
Planning Policy input to assessment of the Lubbesthorpe SUE planning application.	Ongoing	Assessment of the SUE application expected to take 9 – 12 months.	

Priority 2	Drive forward the aims of the Blaby Town Centre Master Plan.		
Activity this Quarter	Update On Objectives and Outcomes		Objectives for Next Quarter
	Status	Comment	
<p><u>Objectives for Quarter</u> Respond to the outcome of Leicester and Leicestershire Housing, Planning and Infrastructure Group bid</p> <p>To continue to attract additional Blaby businesses to the Partnership meetings.</p> <p>To agree work to be undertaken in Phase 2 of the Town Centre improvements and to commission accordingly.</p> <p><u>Other Achievements this Quarter</u></p> <p>Facilitated 3 'Inspire' LRP training courses on using a web- site to promote retail business.</p> <p>Secured agreement of Blaby Parish Council to part fund the post of Part- Time Town Centre Manager until 31 March 2012.</p>	<p>Awaiting</p> <p>On-going</p> <p>On going</p> <p>Completed</p> <p>Ongoing</p>	<p>Awaiting outcome of the bid.</p> <p>18 attendees, in total, at the February Blaby Town Partnership meeting.</p> <p>A scheme has been prepared for improving The Pinfold.</p> <p>33 attendees at the 3 workshops.</p> <p>Awaiting signing of the formal contract.</p>	<p>Continue to attract additional attendees. Publish the Spring / Summer edition of the Town Centre Newsletter.</p> <p>Place the contract for improvements to The Pinfold out to tender. Agree the nature and location of Gateway features and commission the work.</p>

Priority 3	Promote the economic viability of Blaby District		
Activity this Quarter	Update On Objectives and Outcomes		Objectives for Next Quarter
	Status	Comment	
<p><u>Objectives for Quarter</u></p> <p>Investigate potential for future funding opportunities in the District as part of Phase 2 of the grant scheme.</p> <p>Workshop held on 17<sup>th</sup> February. Working with Business Link to increase participation.</p> <p>To evaluate the outcomes of the 3 'Opportunities for jobs' events and to consider the nature and location of such events in 2011/12.</p> <p><u>Other Achievements this Quarter</u></p> <p>Submitted comments on the Leicester and Leicestershire Tourism Strategy.</p>	<p>Ongoing</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>	<p>1 additional participant in the scheme.</p> <p>2 attendees. Need to consider ways of increasing the number participating.</p> <p>'Outreach events' held in Thorpe Astley, Stoney Stanton and Glenfield. 59 attendees.</p>	<p>To remain alert to any additional opportunities open to Blaby businesses.</p> <p>Host workshop on 23 June. Consider other opportunities for working with Business Link within the District.</p> <p>Consider programme for 2011/12.</p>



<p>Complete transfer of open spaces across Thorpe Astley, including Thorpe Astley Park</p>	<p>Ongoing</p>	<p>Discussions and negotiations held with developers and Braunstone Town Council to ensure that the open spaces are in a suitable condition for transfer, along with a negotiated commuted maintenance sum.</p>	<ul style="list-style-type: none"> <li>- Resolve where responsibility lies for taking this matter forward following the organisational restructure.</li> <li>- Establish a Section 106 monitoring procedure.</li> </ul>
<p><u>Other Achievements this Quarter</u></p>			
<p>Defended the Council's decision to refuse the Glenfield Park application at a 3 week long Public Inquiry.</p>	<p>Completed</p>	<p>Awaiting formal decision of the Secretary of State.</p>	
<p>Defended the Council's decision to refuse permission at the Willoughby Road, Countesthorpe 3 day long Public Inquiry.</p>	<p>Completed</p>	<p>Formal decision issued, the appeal was dismissed.</p>	
<p>Defended the Council's decision to refuse permission at Narborough Road, Huncote 3 day long Public Inquiry.</p>	<p>Completed</p>	<p>Formal decision issued, the appeal was dismissed.</p>	
<p>Defended the Council's decision to refuse permission at Waring Close, Glenfield 1 day Informal Hearing.</p>	<p>Completed</p>	<p>Formal decision issued, the appeal was dismissed.</p>	

Priority 5	Complete a partner review of assets throughout the County across all areas of the public sector.		
Activity this Quarter	Update On Objectives and Outcomes		Objectives for Next Quarter
	Status	Comment	
<p><u>Objectives for Quarter</u></p> <p>Continue with comprehensive review of assets.</p> <p>Finalise plans for Blaby Joint Service Shop.</p> <p>Commence physical disposal of garage sites (excluding sites highlighted for potential affordable housing).</p> <p><u>Other Achievements this Quarter</u></p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>As part of the review that has been commissioned in relation to garage sites additional options have been requested to look at options for other assets held by the Authority</p> <p>Plans are continuing to be finalised which will incorporate the needs of service users.</p> <p>A report has been commissioned to review the garage sites and to present options available to the Authority.</p>	<p>Consider options presented from partial review of assets.</p> <p>Finalise plans for joint service shop and commence alterations.</p> <p>Consider options presented for disposal of garage sites and develop strategy to commence disposal.</p>

Priority 6	Deliver a Customer focussed and fit for Purpose Housing service		
Activity this Quarter	Update On Objectives and Outcomes		Objectives for Next Quarter
	Status	Comment	
<p><u>Objectives for Quarter</u></p> <p>Progress enforcement procedures with Environmental Protection.</p> <p>Progress and maintain the sub-regional CBL system and make any minor amendments to the allocations policy. Successful public go live. Implement vulnerable homeseeker's policy. Gather meaningful feedback from homeseekers and other stakeholders for project evaluation.</p> <p>Explore other potential funding streams and joint working opportunities for delivery of private sector work and DFGs.</p> <p>Develop Resident Support Service User webpage</p> <p>Plan robust service plan for 2011/12</p>	<p></p> <p>Complete</p> <p>Ongoing</p> <p>Ongoing</p> <p>Complete</p>	<p></p> <p>Sub-regional CBL scheme up and running and has gone live for public use. Vulnerable homeseekers policy in progress. Homeseekers and stakeholders are being consulted for feedback through open day events.</p> <p>Opportunities for joint work with H+BBC and Three Oaks Homes being explored. Report on alternative funding for private sector work produced</p> <p>One consultation exercise carried out, which has led to a revaluation of the plans and identified the need for further consultation</p>	<p>.</p> <p>CBL steering group established. Sub-regional monitoring arrangements in place. RSLs signed up to CBL SLA. Open Day feedback fed into Vulnerable Homeseekers Policy.</p> <p>Monitor the implementation of service plan objectives.</p>

<p><u>Other Achievements this Quarter</u></p>			
<p>Adoption by Cabinet Executive of the 'Older Persons Housing Strategy'</p>	<p>Complete</p>	<p>Strategy adopted in March 2011</p>	<p>Continue to work towards the objectives of the strategy.</p>
<p>Implementation of a pilot project of joint working between BDC, H+BBC and Occupational Therapists.</p>	<p>Ongoing</p>	<p>Pilot ongoing Until 31 Jan 2012</p>	<p>Pilot ongoing – monitoring meeting 6<sup>th</sup> June.</p>