Lewes District Council

To all Members of the Scrutiny Committee

A meeting of the **Scrutiny Committee** will be held in the **Ditchling Room, Southover House, Southover Road, Lewes Southover House, Southover Road, Lewes** on **Thursday, 08 September 2016** at **10:00** which you are requested to attend.

Please note the venue for this meeting which is wheelchair accessible and has an induction loop to help people who are hearing impaired.

This meeting may be filmed, recorded or broadcast by any person or organisation. Anyone wishing to film or record must notify the Chair prior to the start of the meeting. Members of the public attending the meeting are deemed to have consented to be filmed or recorded, as liability for this is not within the Council's control.

30/08/2016

Catherine Knight
Assistant Director of Legal and Democratic Services

Agenda

1 Minutes
To confirm and sign the Minutes of the Meeting of the Scrutiny Committee dated 1 July 2016 (copy previously circulated)

2 Apologies for Absence/Declaration of Substitute Members

3 Declarations of Interest
Disclosure by councillors of personal interests in matters on the agenda, the nature of any interest and whether the councillor regards the interest as prejudicial under the terms of the Code of Conduct.

4 Written Questions
To deal with written questions from councillors pursuant to Council Procedure Rule 11.3 (page D8 of the Constitution)

5 Urgent Items
Items not on the agenda which the Chair of the meeting is of the opinion

should be considered as a matter of urgency by reason of special circumstances as defined in Section 100B(4)(b) of the Local Government Act 1972

6 Portfolio Progress and Performance Report 2016/17 (page 3)
To consider the Report of the Chief Executive (Report No 109/16 herewith)

7 Forward Plan of Decisions - 1 September 2016 to 31 December 2016 (page 23)
To receive the Forward Plan for the Council (copy herewith)

8 Scrutiny Committee Work Programme 2016 - 17 (page 33)
To consider the Scrutiny Committee Work Programme 2016-17 (copy herewith)

9 Date of Next Meeting
To note that the next meeting of the Scrutiny Committee is scheduled to be held on Thursday, 17 November 2016 in the Ditchling Room, Southover House, Southover Road, Lewes commencing at 10:00am

For further information about items appearing on this Agenda, please contact Jen Norman at Southover House, Southover Road, Lewes, East Sussex, BN7 1AB. Telephone 01273 471600

Distribution:
Councillors: P Gardiner (Chair), S Adeniji, J Carter, N Enever, J Harrison-Hicks, V Ient, I Linington, R O'Keeffe, S Osborne, J Peterson and C Sugarman

Agenda Item No:	**6**	**Report No:**	**109/16**
Report Title:	**Portfolio Progress and Performance Report 2016/17 (Quarter 1 (April to June 2016))**		
Report To:	**Scrutiny Committee [Cabinet**	**Date:**	**8th September 2016 28th September 2016]**
Cabinet Member:	**Councillor Elayne Merry, Portfolio Holder**		
Ward(s) Affected:	**All**		
Report By:	**Robert Cottrill, Chief Executive**		

Contact Officer
Name: **Sue Harvey**
Post Title: **Strategic Performance Manager**
E-mail: **sue.harvey@lewes.gov.uk**
Tel No: **01273 471600 (Ext 6119)**

Purpose of Report:

1. To consider the Council's progress and performance in respect of key projects and targets for the first quarter of the year (April to June 2016 (Quarter 1)) as shown in Appendix 1.

Officers' Recommendation(s): That

1. Progress and performance for Quarter 1 (Appendix 1) be considered and any relevant recommendations made to Cabinet.

Reasons for Recommendations

1. To enable the Scrutiny Committee to consider whether there are any particular aspects of Council progress or performance that it would wish to comment upon or consider further as part of its work programme in 2016/17.

Background

1. The Council has an annual cycle for the preparation, implementation and monitoring of its business plans and budgets. This cycle enables us regularly to review the Council's work, and the targets it sets for performance, to ensure these continue to reflect customer needs and Council aspirations.

2. It is important to monitor and assess progress and performance on a regular basis, to ensure the Council continues to deliver priority outcomes and excellent services to its customers and communities. These priorities are set out in the Council Plan that was adopted by the Council in February 2016, supported by

associated projects and service performance targets approved by Cabinet in July 2016.

3. The Scrutiny Committee has a key role in terms of oversight of the Council's progress and performance and challenging areas of under-performance. This report sets out the Council's performance against its targets and projects for the first quarter of 2016/17 (the period running from 1st April to 30th June 2016).

Performance in the First Quarter of 2016/17

4. Appendix 1 provides a high level summary of progress and performance arranged by Cabinet portfolio. The summary shows where performance and projects are 'on track/on target' and where there are areas of risk, concern or under-performance. Where performance or projects are 'off track/below target', an explanation of the management action being taken to address this is also provided.

5. Detailed project/performance tracking information is recorded in the Council's performance management information system (Covalent). The system uses the following symbols to indicate the current status of projects and performance targets:

   = Performance that is at or above target;
   = Project is on track;
   = Performance that is slightly below target but is within an acceptable tolerance/projects where there are issues causing significant delay or change to planned activities;
   = Performance that is below target/projects that are not expected to be completed in time or within requirements;
   = Project has changed or been discontinued;
   = Data with no performance target.

Portfolio Progress and Performance – Quarter 1

6. An overview of the Council's performance for the year as at the end of the 1st quarter is set out below:

   - 87% of the Council's key projects were either completed or on track at the end of the 1st quarter.
   - 77% of the Council's performance targets were either met, exceeded or within acceptable levels during the 1st quarter.
   - 6 indicators did not meet planned targets during the 1st quarter (see paragraphs 19 to 23 below).
   - Customer feedback: There were 225 complaints and 14 compliments made by customers during the 1st quarter.

The Good News – Notable project milestones or service performance achieved.

7. This section of the report provides specific highlights by portfolio in terms of notable project progress or performance achievements.

Regeneration and Business Portfolio

8. North Street Quarter: Following the granting of planning permission earlier in the year and the end of the Judicial Review period, site assembly works are now well underway.

Value for Money Portfolio

9. Invoices (Housing): The largest number of invoices received by the Council are housing related, primarily relating to repairs and maintenance works. Management intervention and proactive intervention during 2015/16 has resulted in improved performance during the first quarter of the year.

10. Council tax and business rates collection: Collection of council tax is on track. Business rates collection is slightly down at the end of quarter 1. This is the first year of offering 12 month payment instalments which may be a factor affecting performance at this point in the year.

Housing Portfolio

11. Local Growth Fund: Planning permission has been granted for development of 5 Council owned sites in the District (providing 22 new affordable homes). All 5 sites are now under construction.

12. Housing performance: There is good performance across all key housing indicators. There has been a strong focus on the speed at which Council homes are re-let and the management of temporary accommodation, to ensure minimum reliance on the use of bed and breakfast accommodation. Both areas have seen notable improvements in quarter 1.

13. The average time taken to process new housing benefit/Council tax reduction claims continued to be within the 20 days target.

Planning Portfolio

14. All major planning applications during quarter 1 were determined within the 13 week target.

People and Performance Portfolio

15. Joint Transformation Programme: Significant developments have been made in respect of the Council's joint transformation programme with Eastbourne. This key strategic programme cuts across most areas of the Council's work and will be subject to separate, more detailed reporting in future. At the present time the programme is in its mobilisation phase which involves developing detailed project plans. There are currently 57 individual projects across 7 workstreams.

High level updates looking at each of these workstreams will be provided in future reports.

Customers and Partners Portfolio

16. The average time taken to answer calls to the customer hub continues to improve and is now well within the 30 seconds target.

Areas for Improvement – Project/performance is slightly off track (but within acceptable/5% tolerance).

17. The 'amber' warning flags up performance that has fallen very slightly below target or projects that are slipping behind schedule or going slightly off-track. There were 5 performance areas and 3 projects which fell into this category during quarter 1. The 4 performance areas are:

    - Collection of rent
    - Business rates collection
    - Tenant satisfaction
    - Complaints responded to within target
    - Wave leisure: visits to leisure centres

18. **Devolution Project:** The planned devolution of Council owned land and buildings to town and parish councils has progressed with the devolution of a site in Hamsey. Devolution work has also moved forward in respect of Peacehaven and Telscombe. Delays due to unforeseen circumstances in respect of sites in Newhaven that affected the overall project timetable have now been resolved and the programme is now moving ahead.

19. **The Local Plan (Part 2):** Work is progressing. It is still expected that the public consultation will take place in April/May 2017.

20. **Newhaven Port Access Road (ESCC Project):** ESCC is in the process of finalising the business case with the Department for Transport.

Areas for Improvement – Performance was well below target and/or projects were significantly off-schedule or revised.

21. Where service performance falls well below target levels, or a project is significantly off track, this is highlighted to managers straight away and priority is given to addressing these issues. There were 5 areas where performance in the first quarter was well below target. The management actions to address this are set out below:

22. **Invoices (Non-Housing)**: Multiple invoices from three separate enforcement agencies (bailiffs) are received often all at the same time. These invoices seek to reclaim VAT and are for comparatively small amounts of money. Each invoice requires manually checking the payment history before they can be signed off for payment. This is a time-consuming process and officers have been seeking to rationalise these invoices through negotiations with suppliers.

One supplier has agreed to change their invoice arrangements. Officers remain in discussions with the remaining suppliers.

23. **Determination of minor planning applications:** There were 45 minor planning applications submitted in quarter 1 compared to 53 in the same period last year. Validation of these applications took longer than usual during April as there was only one person who was able to validate cases due to a staffing vacancy. Since then the vacancy has been filled and another staff member has been trained to validate. As a result performance picked up in May and June and is expected to be within target in quarter 2.

24. **Planning applications allowed on appeal (3 relevant indicators):** The number of major applications allowed on appeal is low but continues to be closely monitored in light of Government expectations and guidance on this issue. Officers continue to provide training and briefings to councillors to increase understanding and awareness of planning policy, guidance and previous appeal decisions to support the planning committee.

25. **Staff sickness:** The Council has a sickness absence management policy and procedure and there continues to be a strong management focus on this area of performance, both in respect of long and short-term sickness. This is designed to ensure all possible options and action is being taken to support staff to return to work. Early indications are that this is beginning to have some positive impacts. A revised policy and procedure aimed at offering clearer guidance to both staff and managers has been discussed with union representatives and is due to be considered by the Employment Committee in September 2016, along with measures to support staff wellbeing.

Financial Appraisal

26. Project and performance monitoring and reporting arrangements are contained within existing estimates. Corporate performance information should also be considered alongside the Council's financial update reports (also reported to Cabinet each quarter) as there is a clear link between performance and budgets/resources.

Legal Implications

27. Comment from the Legal Services Team is not necessary for this routine monitoring report.

Risk Management Implications

28. **Risks**:- The potential risks that have been identified in relation to issues covered by this report are:- That the Council could fail to achieve its strategic objectives/performance targets; poor performance in service levels and quality could lead to greater customer dissatisfaction and an increase in complaints; significant project delivery failure might affect funding, and could create additional financial, political or legal risks; weak performance management and data quality could lead to flawed decision-making which would be costly, inefficient or ineffective; poor communication of performance achievements and

outcomes. Specific programme/individual project risks are identified and managed by the relevant programme/project manager.

Risk Mitigation:- effective arrangements are in place to identify, understand and address performance/data quality issues; appropriate communication and engagement with key stakeholders and decision-makers regarding performance priorities and measures of success; service performance and project risks are identified and managed.

Equality Analysis

29. The equality implications of individual decisions relating to the projects/services covered in this report are addressed within other relevant Council reports or as part of programmed equality analysis. The equality implications of projects that form part of the Joint Transformation Programme are addressed through separate Equality and Fairness assessments.

Background Papers

Council Plan 2016 to 2020 and service plans 2016/17.

Appendices

Appendix 1 – Portfolio Progress and Performance Report (Quarter 1)

APPENDIX 1

PORTFOLIO PROGRESS AND PERFORMANCE
QUARTER 1 (April to June 2016)

Key to Symbols

- Project is complete; Performance is at or above target (please note, in some instances performance data has been rounded to the nearest whole number/percentage);

- Project is on track or yet to commence;

- Project has issues causing significant delay or change to planned activities; Performance is below target but within 5% tolerance;

- Project is not expected to be completed in time or within requirements; Performance is below target;

- Project scope has changed/project has been discontinued;

- No performance target set.

PLACE - GROWTH AND PROSPERITY

Portfolio: Councillor Andy Smith (Regeneration and Business)

Portfolio Projects and Initiatives

Project / Initiative	Target Project Completion	Current Status	Update
North Street Quarter	September 2017		Site assembly is well advanced and the Council's development partner (Santon) intends to commence demolition on phase 1A subject to the relevant National Park planning conditions being satisfied. Following the end of the Judicial Review period, the Council and Santon now have legal permission to commence with the development.
Newhaven Flood Alleviation Scheme	April 2017		Construction of the scheme is planned to start in autumn 2016 and is scheduled to be complete by 2019. The Council is working with partners (Environment Agency and East Sussex County Council) to draw up plans for a public communication and engagement strategy. We have set up an email alert service for residents wanting to receive updates on this project and will be reporting progress in the winter edition of District News as part of a general article on flood risk awareness.
Newhaven Enterprise Zone	December 2018		All Local Growth Fund bids have been submitted. A brief is being prepared for the detailed Investment/Implementation Plan required by Government. A planning session for this took place at the end of June.

Project / Initiative	Target Completion	Current Status	Update
Tourism Strategy	March 2018		A joint bid with the Biosphere Partnership for European funding to form a destination management partnership covering the rural areas was unsuccessful and no further action will now be required in this regard. The annual Artwave Festival launched in July and will take place across the District during late August to early September. There will be new artist workshops sponsored by LEAP to promote use of social media. Income from sponsorship and advertising has increased this year.

VALUE FOR MONEY

Portfolio: Councillor Bill Giles (Finance)

Portfolio Projects and Initiatives

Note:

1) There are no strategic projects currently within this portfolio.

2) There is a separate process for monitoring the Council's financial performance including key targets. This is reported as part of the regular financial update reports to Cabinet.

Key Performance Indicators

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Percentage of invoices paid on time a) Housing b) All Other	a) 95%+ b) 98%	a) 97% b) 95%		Performance in respect of housing invoices has improved following management intervention during 2015/16. Performance on other invoices is down due primarily to delays in processing multiple VAT invoices from enforcement agents acting on behalf of the Council. However, overall performance is up compared to the same period last year (93%).
Performance Improvement Plan	Multiple invoices from three separate enforcement agencies (bailiffs) are received often all at the same time. These invoices seek to reclaim VAT and are for comparatively small amounts of money. Each invoice requires manually checking the payment history before they can be signed off for payment. This is a time-consuming process and officers have been seeking to rationalise these invoices through negotiations with suppliers. One supplier has agreed to change their invoice arrangements. Officers remain in discussions with the remaining suppliers.			
Percentage of Council Tax collected during the year	98%	29.7%		At the end of Quarter 1, collection of Council Tax is on track.
Percentage of Business Rates collected during the year	98%	29.8%		At the end of Quarter 1, Business Rates collection is slightly down on expected levels. This is the first year that 12 month payment instalments have been offered which may be a factor at this point in the year. Collection rates are monitored very closely and arrears followed up promptly.

PLACE - DELIVERING SUSTAINABLE NEW HOUSING AND INFRASTRUCTURE

Portfolio: Councillor Ron Maskell (Housing)

Portfolio Projects and Initiatives

Project / Initiative	Target Completion	Current Status	Update
Local Growth Fund (Affordable Housing) Project	June 2017		All 5 sites (22 homes) within this programme are now under construction, and expected to be completed between April to June 2017.
Housing Investment Company	October 2016		Proposals for the establishment of a Housing Investment Company will be considered by Cabinet in September.
Extension of temporary accommodation	October 2016		A cross party Member working group has been set up to look at ways to increase temporary accommodation options in the District through closer partnership working with Private Sector Landlords. The private sector leasing scheme, which offers sustainable rents to landlords and suitable housing standards for tenants, has been promoted and resulted in an additional 14 units during quarter 1. A further 7 units are expected to come on stream in quarter 2.

Key Performance Indicators

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Percentage of rent collected during the year (cumulative)	95%	94%		Performance of rent collection also takes into account rent arrears. Although slightly behind target, performance is within acceptable levels for the first quarter of the year.
Total number of days that families need to stay in emergency/B&B accommodation	15 days	0 days		No families have needed emergency/B&B accommodation in quarter 1.
Total number of households living in a) emergency accommodation b) other temporary accommodation	a) 15 or fewer b) 50 or fewer	a) 15 b) 47		a) These households are living in bed and breakfast and self-contained accommodation across Lewes District (2),

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
				Eastbourne, Hove and Horley (13). Performance has shown signs of improvement at the beginning of quarter 2. b) All households are in Lewes District temporary accommodation (through the Private Sector Leasing Scheme).
Average number of days to re-let Council homes (excluding temporary lets)	25 days	21 days		Performance on re-lets has improved dramatically in recent months and now well within target.
The number of days taken to process new housing benefit/ Council tax benefit claims	20 days	18.9 days		Performance slipped slightly in April 2016 but is now being maintained well within target.
Overall tenants satisfaction	90%	88%		Although slightly below target, satisfaction with the Council's housing (landlord) services remains high.

CUSTOMERS - CLEAN AND GREEN DISTRICT

Portfolio: Councillor Paul Franklin (Waste and Recycling)

Portfolio Projects and Initiatives

Project / Initiative	Target Completion	Current Status	Update
Waste Strategy (Relocation and service improvement including associated publicity campaigns)	April 2018		**Waste Strategy** - Waste management consultants (Ricardo) have remodelled the data used to inform the previous report given important changes in the market for recyclables and other relevant factors. A headline report was considered by Scrutiny Committee in July and options for the delivery of the service are being evaluated. A formal options report is expected to be considered by Cabinet later in the year. **Garden Waste** – The garden waste service was rolled out to Newhaven and Denton and completed on time. There have been around 700 signups for the service to date. The remainder of the

Project / Initiative	Target Completion	Current Status	Update
			service to the coastal strip is expected to be in place by the end of September 2016. **New Depot Site** – Planning permission for a new depot at Avis Way, Newhaven was granted in June 2016.

Key Performance Indicators

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Percentage of household waste sent for reuse, recycling and composting	To be confirmed	27%		Performance for the first quarter of 2016/17 remains at similar levels to quarter 3 and 4 of last year. Targets will be set once decisions on the future of the waste collection/recycling service have been taken later in the year.

PLACE - DELIVERING SUSTAINABLE NEW HOUSING AND INFRASTRUCTURE

Portfolio: Councillor Tom Jones (Planning)

Portfolio Projects and Initiatives

Project / Initiative	Target Completion	Current Status	Update
The Local Plan (Part 2)	March 2018		Work on the Local Plan (Part 2) is progressing to Pre-submission stage but running slightly behind schedule. The public consultation is not due to start until April/May 2017.
Neighbourhood Plans	February 2020		The referendum for the Hamsey Neighbourhood Plan took place on the 2nd June and was subsequently adopted at Full Council on 21st July 2016. The examination for the Wivelsfield Neighbourhood Plan took place during April and May 2016.
Newhaven Port Access Road (ESCC Project)	July 2016		This project is being overseen by East Sussex County Council who has been working on finalising the business case with the Department for Transport (DfT). This has taken longer than anticipated but good progress is now being made with the DfT. A formal start date for the on-site works is yet to be agreed.
Upper Ouse Flood Protection and Water Prevention Project	March 2019		Funding has been allocated for a 3 year programme of flood protection work across the District. A project initiation meeting has taken place. Next steps involve an options appraisal for specific priority sites along with associated engagement with relevant stakeholders.

Key Performance Indicators

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Percentage of major planning applications determined within 13 weeks (LDC only)	80%	100%		There were 3 major planning applications submitted during the first quarter compared to 8 during the same period last year.
Percentage of minor planning applications determined within 8 weeks (LDC/SDNP combined)	75%	66%		There were 45 minor planning applications submitted in quarter 1 compared to 53 during the

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
				same period last year. Validation of these applications took longer than usual during April as there was only one person who was able to validate cases due to a staffing vacancy. Since then the vacancy has been filled and another staff member has been trained to validate. As a result performance picked up in May and June and is expected to be within target in quarter 2.
Performance Improvement Plan	No further action required at this stage as performance improvement is expected to be seen in quarter 2.			
Percentage of **all** planning appeals allowed (officer/committee decisions)	Less than 33%	40%		There were 10 planning appeals during Q1. 4 of these were allowed by the Planning Inspector. 8 appeals related to Lewes District Council planning decisions and 2 were in respect of decisions made on behalf of the National Park Authority.
Performance Improvement Plan	The number of planning applications allowed on appeal continues to be closely monitored and officers continue to provide training and briefings to councillors to increase understanding and awareness of planning policy, guidance and previous appeal decisions to support the Planning Committee.			
Number of **major** applications for new housing granted planning permission following appeal (LDC Only)	0	1		The appeal related to 31 dwellings at Springfield Industrial Estate, Wivelsfield.
Percentage of **major** planning applications allowed on appeal (as a percentage of all major applications made to LDC)	Less than 10%	50%		This measure includes all major applications, residential and commercial. There were 2 major applications subject to appeals during Q1. 1 of these was allowed by the Planning Inspector.
Performance Improvement Plan	The number of **major** applications allowed on appeal is low but continues to be closely monitored in light of Government expectations and guidance on this issue. Officers continue to provide training and briefings to councillors to increase understanding and awareness of planning policy, guidance and previous appeal decisions to support the Planning Committee.			
Outcome of planning appeals (Costs awarded (£))	Data Only	0		No costs were awarded during the first quarter of the year.

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Number of appeals where the Inspector has considered that there has been unreasonable behaviour by the Local Planning Authority	0	0		

VALUE FOR MONEY

Portfolio: Councillor Elayne Merry (People and Performance)

Portfolio Projects and Initiatives

Project / Initiative	Target Completion	Current Status	Update
Joint Transformation Programme (JTP) (Implementation)	May 2020		The JTP is a major organisational change programme involving the bringing together of staff, systems and services between Lewes and Eastbourne councils. It involves several workstreams covering areas such as technology, communications and customer service. Following Cabinet and Council decisions in June/July 2016, a new Corporate Management Team has been appointed and Programme Team roles identified and filled. This Team will be involved in detailed programme planning, project initiation and implementation. A more detailed report on JTP will be included in the quarter 2 update.
Dementia Friends a) Staff and Councillors b) 3VA Partnership	March 2018		a) A series of Information Sessions have taken place for staff and councillors with around 50 participants to date. Further training will be arranged in the Autumn. Dementia Champions continue to be encouraged via internal communications and opportunities to arrange joint training sessions involving partner organisations are being investigated. b) 3VA has been funded to work with the Council to assist with supporting Dementia Action Groups in the District. A high level delivery plan is being monitored. Activities for Dementia Awareness Week (May 2016) took place in conjunction with the Haven's Dementia Action Group.

Key Performance Indicators

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Average working days lost to sickness per FTE equivalent staff	9.0 days	3.0 days		Although performance is off track at the end of quarter 1, performance has improved slightly

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
				compared to the second half of last year.
Performance Improvement Plan	The Council has a sickness absence management policy and procedure and there continues to be a strong management focus on this area of performance, both in respect of long and short-term sickness. This is designed to ensure all possible options and action is being taken to support staff to return to work. Early indications are that this is beginning to have some positive impacts. A revised policy and procedure aimed at offering clearer guidance to both staff and managers has been discussed with union representatives and is due to be considered by the Employment Committee in September 2016, along with measures to support staff wellbeing.			
Number of relevant staff/councillors receiving dementia awareness training	Data Only	7		A series of training sessions took place in April/May 2016. Further staff and councillor training will be arranged in the Autumn.

CUSTOMERS – IMPROVED CUSTOMER SERVICE

Portfolio: Councillor Tony Nicholson (Customers and Partners)

Portfolio Projects and Initiatives

Project / Initiative	Target Completion	Current Status	Update
Devolution of Open Spaces	March 2017		The transfer of the play area at The Malthouse to Hamsey Parish Council was completed in June 2016. Following the meeting of Devolution Committee in June, Newhaven Town Council have accepted the principles outlined and have agreed to recommence work to ensure that the areas listed for devolution will be transferred at the earliest opportunity. Work will being in the early autumn with both Peacehaven and Telscombe Town Councils to start the devolution process.

Key Performance Indicators

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Average time taken to answer telephone calls	Less than 30 seconds	13 seconds		Speed of call answering via the Customer Hub continues to improve.
Proportion of complaints responded to within target (currently 2 working days)	99%	97%		Although slightly below target, performance in responding to operational/service level complaints within 2 working days remains high.
Number of new sign-ups to the Council's social media channels	Data Only	231		This is being monitored in 2016/17 to track growth in social media for the purposes of improved communications and responsive customer service.
Number of people registering for our email service	1,500	766		There has been good take up of the email service and performance is above target at the end of quarter 1. The email alert service was publicised in the summer edition of District News and is being encouraged through online forms on the Council's website.

KPI Description	2016-17 Target	Q1 Apr-June	Status	Explanatory Note
Wave Leisure: Visitors to leisure centres	945,000 (Revised)	234,787		The original target (1.06 million) was based on early draft data provided by Wave Leisure which has since been reviewed and revised. Performance for quarter 1 is down slightly on expected visitor numbers for the period.

Forward Plan of Decisions – 1 September 2016 to 31 December 2016

Published: 23 August 2016

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer

KD = Key Decision
NKD = Non-Key Decision

Financial Update: Revenue Budgets and Capital Programme Quarter 1 (KD) (Lead Councillor: Councillor Giles)	28 September 2016	None	Direct to Contact Officer by email, writing or telephone by 12 September 2016	None	Alan Osborne Deputy Chief Executive 01273 661377 finance@lewes.gov.uk
Waste and recycling collection service (KD) (Lead Councillor: Councillor Franklin)	28 September 2016	Scrutiny Committee on 1 July 2016	None	None	Ian Fitzpatrick Director of Service Delivery 01273 484173 ian.fitzpatrick@lewes.gov.uk
To approve the Air Quality Action Plan for Newhaven (KD) (Lead Councillor: Councillor Franklin)	28 September 2016	The Final version of the Air Quality Action Plan has been informed by consultation with all key stakeholders	None	None	Rebecca Wynn Environmental Health Specialist 01273 471600 Rebecca.wynn@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
Asset Management: Saxonbury, Lewes; North St Lewes (The appendices to the Report are likely to contain Exempt (ie confidential) information as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended), as it will include information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining the exemption outweighs the public interest in disclosing the information) (KD) (Lead Councillor: Councillor Giles)	28 September 2016	Not applicable	Not applicable	Not applicable	Bee Lewis Head of Property & Facilities 01273 471600 ext 1101, bee.lewis@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
Approve the commencement of the procurement of a joint venture partner for Lewes and Eastbourne Councils, to deliver sustainable objectives (KD) (Lead Councillor: Councillor Smith)	28 September 2016	Corporate Management Team briefing 9 March 2016 Member briefing 4 May 2016	Not applicable	Bristol Council Cabinet Report– 3rd February 2015 - Establishment of an Energy & Technology Company and associated companies: https://www2.bristol.gov.uk/committee/2015/ua/ua000/0203_6.pdf Cheshire East Council Cabinet Report – 10th November 2015 – District Heating Joint Venture Partner Procurement: http://moderngov.cheshireeast.gov.uk/ecminutes/mgConvert2PDF.aspx?ID=43632 Public tender for the Procurement of an Energy Partner for the City of Newcastle upon Tyne February 2015: http://england.unitedkingdom-tenders.co.uk/78754_004375_Procurement_of_an_Energy_Partner_for_the_City_of_Newcastle_upon_Tyne_2015_Newcastle_upon_Tyne	Sue Oliver Strategy and Commissioning Lead for Environment & Waste Eastbourne Borough Council 01323 415360 Sue.oliver@eastbourne.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
To consider the findings and recommendations of the New Homes Project Working Group (KD) (Lead Councillors: Councillors Smith and Maskell)	28 September 2016	Not applicable	Not applicable	None	Oliver Dixon Lawyer 01273 471600 oliver.dixon@lewes.gov.uk
To approve amendments to the Private Sector Housing Financial Assistance Policy 2016/17 (KD) (Lead Councillor: Councillor Maskell)	28 September 2016	Cllr Maskell, consult verbally before 10 August 2016	None	Lewes District Housing Strategy Action Plan 2012-16	Rebecca Wynn Environmental Health Specialist 01273 471600 Rebecca.wynn@lewes.gov.uk
Q1 Portfolio Progress and Performance Report (NKD) (Lead Councillor: Councillor Merry)	28 September 2016	Not applicable	Not applicable	Council Plan 2016-2020	Sue Harvey Strategic Performance Manager 01273 471600 Ext:6119 sue.harvey@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
To agree a process and criteria for agreeing regular road closure orders to enable 'Play Streets' in suitable locations and at suitable times (NKD) (Lead Councillor: Councillor Nicholson)	28 September 2016	Each application for a Play Street will require consultation of all affected neighbours and businesses	Representations on each application will be considered	None	Max Woodford Head of Regeneration and Investment 01273 661378, max.woodford@lewes.gov.uk
Wave Leisure Annual Performance (NKD) (Lead Councillor: Councillor Nicholson)	28 September 2016	Not applicable	Not applicable	Not applicable	Bee Lewis Head of Property & Facilities 01273 471600 ext 1101, bee.lewis@lewes.gov.uk
Approval of the development of two new affordable homes with disabled access (NKD) (Lead Councillor: Councillor Maskell)	28 September 2016	Not applicable	Not applicable	None	Leighton Rowe Housing Policy & Development Manager 01273 7106177 leighton.rowe@lewes.gov.uk
Relocation of the CAB to Newhaven Square (NKD) (Lead Councillor: Councillor Giles)	28 September 2016	Not applicable	Not applicable	Not applicable	Bee Lewis Head of Property & Facilities 01273 471600 ext 1101, bee.lewis@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
To agree the principle of establishing a Council owned housing and regeneration investment company (NKD) (Lead Councillor: Councillor Maskell)	28 September 2016	Not applicable	Not applicable	None	Leighton Rowe Housing Policy & Development Manager 01273 7106177 leighton.rowe@lewes.gov.uk
The 'making' (adoption) of the Wivelsfield Neighbourhood Development Plan as part of the statutory development plan for Lewes District (KD) (Lead Councillor: Councillor Jones)	16 November 2016	Statutory consultation stages on the draft neighbourhood plan (Regulation 14 Consultation Feb/March 2015) and the submission version prior to examination (Regulation 16 Consultation Feb/March 2016). A referendum will be held late Summer 2016 and will be notified in accordance with the relevant statutory requirements	Not applicable	Wivelsfield Neighbourhood Plan, Sustainability Appraisal, Examiner's Report, Wivelsfield Neighbourhood Plan Decision Statement	Natalie Carpenter Neighbourhood Planning Officer 01273 484417 Robert.king@lewes.gov.uk Natalie.carpenter@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
To consider the review of the governance principles for the implementation of the Community Infrastructure Levy (CIL) and agree the proposed modifications (KD) (Lead Councillor: Councillor Jones)	16 November 2016	No formal consultation required	None	CIL Governance Cabinet Report 20 November 2014	Tondra Thom Senior Strategic Policy Officer 01273 471600 ext. 6261 Tondra.thom@lewes.gov.uk
To consider options for the Coastal Management Implementation plan (KD) (Lead Councillor: Councillor Nicholson)	16 November 2016	Key Stakeholders have been consulted	None	Report by external consultants	Ian Morris Head of Customer Service 01273 484079 ian.morris@lewes.gov.uk
Financial Update: Revenue Budgets and Capital Programme (KD) (Lead Councillor: Councillor Giles)	16 November 2016	None	Direct to Contact Officer by email, writing or telephone by 26 October 2016	None	Alan Osborne Deputy Chief Executive 01273 661377 finance@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
To approve a Regulatory Services Enforcement Policy for Environmental Health and Licensing functions at Lewes District Council (KD) (Lead Councillor: Councillor Franklin)	16 November 2016	Widely with other Government Agencies, Police & Fire Authorities, Local Authorities, local businesses and the Lewes Chamber of Commerce. By 11 November 2016	None	The Regulators' Code can be found on the GOV.UK website at; https://www.gov.uk/government/publications/regulators-code	Rebecca Wynn Environmental Health Specialist 01273 471600 Rebecca.wynn@lewes.gov.uk
Housing Repairs and Maintenance Services (Lead Councillor: To be advised)	16 November 2016	To be advised	To be advised	To be advised	Ian Fitzpatrick Director of Service Delivery 01273 484173 ian.fitzpatrick@lewes.gov.uk
Update on the Joint Transformation Programme (Lead Councillor: To be advised)	16 November 2016	To be advised	To be advised	To be advised	Henry Branson (details to be advised)
Adoption of an Affordable Housing Technical Note (NKD) (Lead Councillor: Councillor Jones)	16 November 2016	Consultation to be carried out July – September 2016 with housing providers, developers and other key stakeholders	Not applicable	Not applicable	Leighton Rowe Housing Policy and Development Manager 01273 471600 Leighton.rowe@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
Fees and Charges – Commercial Waste and Recycling Collection (The Report is likely to contain Exempt (ie confidential) information as defined by Part 1 of Schedule 12A of the Local Government Act 1972 (as amended), as it will include information relating to the financial or business affairs of any particular person (including the authority holding that information). The public interest in maintaining the exemption outweighs the public interest in disclosing the information (NKD). (Lead Councillor: Councillor Giles)	16 November 2016	None	None	Lewes District Council Guiding principles for setting fees and charges	Stephen Jump Head of Finance 01273 484043 steve.jump@lewes.gov.uk

Proposed decision to be considered	Date of Cabinet meeting	Consultation: How, with whom and by what date	Representations: How, by whom and by what date	Background documents	Contact Officer
Fees and Charges (NKD) (Lead Councillor: Councillor Giles)	16 November 2016	None	None	Lewes District Council Guiding principles for setting fees and charges	Stephen Jump Head of Finance 01273 484043 steve.jump@lewes.gov.uk

Scrutiny Committee Work Programme 2016/17

1 July 2016	Chair of the Council's Annual Business Report Work Programme for 2016/17 Performance Monitoring – Quarter 4 / Year end Waste Improvement Project Newhaven Air Quality
8 September 2016	Performance Monitoring – Quarter 1
17 November 2016	Performance Monitoring – Quarter 2 Petition : youth facilities in Lewes
12 January 2017	Council Budget proposals for 2016/17 Voluntary Sector Support Recommendations from Housing Supply and Demand Scrutiny Review
17 February 2017	Performance Monitoring – Quarter 3 Annual report of the Community Safety Partnership