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Tel. 01621 875791 / 876232

Council Chamber 01621 859677

HEAD OF PAID SERVICE'S OFFICE
HEAD OF PAID SERVICE
Richard Holmes

20 August 2018

Dear Councillor

You are summoned to attend the meeting of the;

OVERVIEW AND SCRUTINY COMMITTEE

on **WEDNESDAY 29 AUGUST 2018** at **7.30 pm**.

in the Council Chamber. Maldon District Council Offices, Princes Road, Maldon.

A copy of the agenda is attached.

Yours faithfully



Head of Paid Service

COMMITTEE MEMBERSHIP

CHAIRMAN

Councillor M W Helm

VICE-CHAIRMAN

Councillor R P F Dewick

COUNCILLORS

I E Dobson
P G L Elliott
M S Heard
N R Pudney
S J Savage
Miss S White

Maldon District Council's Corporate Goals

- Strengthening communities to be safe, active and healthy;
- Protecting and shaping the District;
- Creating opportunities for economic growth and prosperity;
- Delivering good quality, cost effective and valued services;
- Focusing on key projects.



AGENDA
OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY 29 AUGUST 2018

1. **Chairman's notices (please see overleaf)**

2. **Apologies for Absence**

3. **Minutes of the last meeting** (Pages 5 - 10)

To confirm the Minutes of the meeting of the Overview and Scrutiny Committee held on 17 July 2018 (copy enclosed).

4. **Public Participation**

To receive the views of members of the public on items of business to be considered by the Committee (please see below):

1. A period of ten minutes will be set aside.
2. An individual may speak for no more than two minutes on a specific agenda item, the time slots to be allocated on a “first come first served” basis.
3. Participation may take the form of a statement, or alternatively a question to be addressed to the Chairman. There will be no discussion on questions put unless it is formally moved. In line with the current scheme applied to other Committees, the questions must:
 - not be defamatory, frivolous, vexatious or offensive;
 - not be the same or substantially the same as another question to the same meeting or anything so put in the last six months;
 - not involve the disclosure of confidential or exempt information.
4. Anyone wishing to speak must notify the Committee Clerk between 7.00pm and 7.20pm prior to the start of the meeting.

5. **Disclosure of Interest**

To disclose the existence and nature of any Disclosable Pecuniary Interests, other Pecuniary Interests or Non-Pecuniary Interests relating to items of business on the agenda having regard to paragraphs 6-8 inclusive of the Code of Conduct for Members.

(Members are reminded that they are also required to disclose any such interests as soon as they become aware should the need arise throughout the meeting).

6. **Review of Performance - Quarter 1 2018/19** (Pages 11 - 40)

To consider the report of the Director of Resources (copy enclosed).

7. **Programme of Work 2018/19** (Pages 41 - 46)

To consider the report of the Director of Resources (copy enclosed).

8. **Any other items of scrutiny Members wish to consider**

9. **Any other items of business that the Chairman of the Committee decides are urgent**

NOTICES

Sound Recording of Meeting

Please note that the Council will be recording any part of this meeting held in open session for subsequent publication on the Council's website. At the start of the meeting an announcement will be made about the sound recording. Members of the public attending the meeting with a view to speaking are deemed to be giving permission to be included in the recording.

Fire

In event of a fire, a siren will sound. Please use the fire exits marked with the green running man. The fire assembly point is outside the main entrance to the Council Offices. Please gather there and await further instruction.

Health and Safety

Please be advised of the different levels of flooring within the Council Chamber. There are steps behind the main horseshoe as well as to the side of the room.

Closed-Circuit Television (CCTV)

Meetings held in the Council Chamber are monitored and recorded by CCTV for security purposes only.



**MINUTES of
OVERVIEW AND SCRUTINY COMMITTEE
17 JULY 2018**

PRESENT

Chairman	Councillor M W Helm
Vice-Chairman	Councillor R P F Dewick
Councillors	P G L Elliott, M S Heard, N R Pudney, S J Savage and Miss S White

274. CHAIRMAN'S NOTICES

The Chairman drew attention to the list of notices published on the back of the agenda.

275. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor I E Dobson.

276. MINUTES OF THE LAST MEETING

RESOLVED

- (i) that the Minutes of the meeting of the Committee held on 06 June 2018 be received.

The Chairman advised the Committee that it had been agreed at the full meeting of the Council held on 28 June 2018 the following amendments to the minutes:

Minute No. 144 – Moorings, Leases and Licences Update

Rewording to minute recommendation (ii) of this minute “*that the Planning and Licensing Committee be recommended to request that the Director of Planning and Regulatory Services look into increasing the interest in using the Blackwater and Crouch Rivers*”.

Minute No. 147 – Office Accommodation and Lease

An amendment to the second paragraph of the report so that it read “...interest *as he worked at the Police Station* and did not return.”.

The Committee agreed the amendment to the following minute:

Minute No. 141 – 2017/18 Programme of Work Update and 2018/19 Programme of Work

Rewording of the minute (i) to read “*That* an update...” in place of “*Than* an update...”.

RESOLVED

- (ii) that subject to the above amendment the Minutes of the meeting of the Committee held on 06 June 2018 be confirmed.

277. PUBLIC PARTICIPATION

There was none.

278. DISCLOSURE OF INTEREST

Councillor M S Heard disclosed a pecuniary interest in Agenda Item 11 – Office Accommodation and Lease Update, as he works at the Police Station, and advised that he would withdraw from the chamber for this item.

279. PROGRAMME OF WORK 2018 / 19

The Committee received the report of the Director of Resources confirming the Committee’s Work Programme for 2018/19, as attached at Appendix 1 to the report.

Following receipt of the report Members made comments on the following items:

- Provision of Healthcare Services - It was agreed that the CCG would be invited to provide an update at a future meeting of the Committee.

Residents within the Maldon District had received a letter from Nick Alston, Chairman of the Mid Essex Hospital Services NHS Trust (MEHT).

It was agreed that a copy of the letter was to be provided to the Director of Resources, and Councillor N R Pudney will report back to a future meeting of the Committee following his next meeting with the Trust.

- Internal and External Communications – A briefing with the Deputy Monitoring Officer is being arranged, Councillors S J Savage and M W Heard would be invited to attend as email communications would be discussed. The Director of Resources advised that this will take place over the weeks following this meeting.
- Staff Sickness – this item was discussed and noted under Minute 280 of the Overview and Scrutiny Committee, 17 July 2018.

Members were requested to suggest new items of scrutiny for future meetings of this Committee, and it was agreed that the following items would be considered for the Programme of Work:

- Review on the Provision of Fire Services - Concern was raised that the Fire Authority was looking into closing fire stations within the Maldon District, i.e. Tillingham and Burnham-on-Crouch. It was noted that were this to happen the closest Fire Service to the Dengie would be located at South Woodham Ferrers.
- Provision of Car Parking - Members raised concern over the lack of car parking within the town centre and noted the recent impact that this had on residents within the vicinity of Promenade Park. The Director of Resources advised the Committee that this was being looked into and on the agenda for a future meeting of the Asset Management Working Group (AMWG).
- Crematorium - The Director of Resources advised members that a report was to be provided to a future meeting of the Council meeting in August.
- Waste Disposal within the District - In response to Members questions the Director of Resources advised that the contractor was being scrutinised following issues surrounding the reliability of vehicles and the impact on the delivery of service. A report would be provided for a future meeting of the Committee, and include feedback on the size and reliability of vehicles.
- Delivery of Tourism - Following a query on the pending closure of the Burnham Tourist Information Centre (TIC), it was requested that the delivery of tourism within the Maldon District was added as an item for scrutiny and the best strategic and operational delivery looked into.
The Director of Resources to confirm this would not be a duplication of work undertaken by other Committees before adding this as an item for scrutiny.

Members complimented the Burnham TIC on the high standard of customer service provided.

- Office Accommodation and Leases - It was requested that following the recent report, leases held by external companies working from the Council offices would be looked at and reported back to a future meeting of the Committee. It was noted that this would include previous lease holders, Moat Housing, and organisations who use the facilities for meetings.
- Jobcentre Plus - Members were pleased to see the Jobcentre Plus had located to the Council Offices and requested confirmation on their success at the site. Members asked whether they were still only accepting appointments for claimants aged twenty five and under, and whether there was any plans to extend this to Burnham as an Outreach Project.
In response to Members questions, the Director of Resources agreed to provide a short report to a future meeting of the Committee.
- Ignite - Following the recent and ongoing changes to the Councils structure Members agreed that this was to be scrutinised at a future meeting of the Committee.

- Planning and Treeworks – A member queried whether planning protocol was being adhered to on applications for council owned premises. Correspondence to be circulated to Members from the Director of Customers and Community over concerns raised over Promenade Park.
The Director of Resources to look at the trees on around Downs Road and feedback to Councillor S J Savage.
- Waste and Foul Water – The Committee raised concerns over the use of an experimental pumping system for foul water removal at new developments within the district, the lack of capacity at pumping stations, and the liability for any failure of foul water drainage which may occur.
Members discussed the responsibility of foul water removal at new developments within the District, and voiced frustration over conflicting reports from Anglian Water. It was requested that Anglian Water attend a future meeting of the Committee and provide a report on the removal of foul water.

RESOLVED:

- (i). that the content of the report and actions as outlined above be noted.
- (ii). that items listed below are added to the Programme of Work 2018/19, with the following Members as sponsors (where named):
 - a. Review on the Provision of Fire Services; *Councillor P G L Elliott.*
 - b. Provision of Car Parking (to include provision and enforcement during events); *Councillor M W Heard.*
 - c. Waste Disposal within the District; *Councillor M W Heard.*
 - d. Delivery of Tourism; *Councillors P G L Elliott and Miss S E White.*
 - e. Office Accommodation and Leases (to include any external organisations to utilise the Council offices); *Councillor S J Savage.*
 - f. Jobcentre Plus; *Councillor M W Heard.*
 - g. Crematorium

280. ATTENDANCE MANAGEMENT UPDATE 2017 / 18 AND QUARTER ONE 2018 / 19

The Committee received the report of the Director of Resources confirming the attendance management levels for 2017/18 financial year, and quarter one of 2018/19.

It was noted that attendance in quarter one for 2018/19 had improved and, inclusive of long term sickness, the total annual days lost per Full Time Equivalent (FTE) had improved on previous years and was the lowest since 2014/15. Members were directed to section 3.8 of the report which addressed concerns previously raised on supporting Managers on dealing with absence.

Members stated they were pleased to see a reduction in the loss of days. It was queried whether injury types (as laid out in figure 3.4 of the report) were localised to certain departments within the Council. The Director of Resources confirmed for Members that there was no obvious link to work related injury, and it was also worth considering that significant changes in the workplace could impact levels of sickness across the authority.

The Director of Resources confirmed that although the figures from the previous year had been impacted by the flu pandemic, the Council had also implemented stronger internal controls. This included an improvement in managing medium to long term sickness, reporting of short term sickness, looking at patterns of absence, provision of hand gels, changing the cleaning regime, and providing staff with the option to have a flu vaccination.

It was recommended that the Committee continues to observe the item, and the report for Quarter Two 2018/19 to be brought to this committee.

RESOLVED that the report and subsequent actions, as outlined above, be noted.

281. ANY OTHER ITEMS OF SCRUTINY MEMBERS WISH TO CONSIDER

There was none.

282. EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED that under Section 100A (4) of the Local Government Act 1972 the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act, and that this satisfies the public interest test.

283. OFFICE ACCOMMODATION AND LEASE UPDATE

Councillor M S Heard left the meeting at 20:15, due to a potential conflict of interest as he worked at the police station, and did not return.

The Director of Resources delivered a report in response to questions raised at a previous meeting of the Committee.

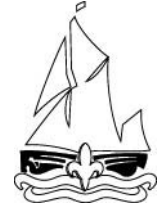
Members discussed the report and asked further questions which the Director of Resources duly answered.

RESOLVED that the contents of the report be noted.

There being no further items of business the Chairman closed the meeting at 8.15 pm.

M W HELM
CHAIRMAN

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REPORT of DIRECTOR OF RESOURCES

**to
OVERVIEW AND SCRUTINY COMMITTEE
29 AUGUST 2018**

REVIEW OF PERFORMANCE - QUARTER 1 2018/19

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to supply Members with details of performance against targets set for 2018/19 and to ensure that progress is being achieved towards the overall corporate goals and objectives detailed in the Corporate Plan 2015-19 adopted by Council in February 2015, with the 2018/19 annual update approved by Council in February 2018.
- 1.2 Members should challenge performance or allocation of resources where the Committee feels that the Council's corporate goals have not or may not be achieved.
- 1.3 Where performance or progress is behind schedule or at risk, the reasons why need to be fully understood and decisions taken on what, if any, action is required to bring performance back on track.
- 1.4 The Corporate Leadership Team (CLT) held the quarterly performance and risk clinics on 8 August 2018 when the performance and risk information provided for each Directorate was reviewed and challenged where necessary. The aim of these clinics is to manage performance effectively to ensure that progress is being achieved towards the corporate goals and objectives. The full quarterly performance pack produced for each Directorate and reviewed by CLT at these clinics will be placed in the Members' Room following the review of performance by this Committee.
- 1.5 All of the performance information contained within this report is recorded on the Council's Performance and Risk Management system (TEN) to which all Members have access.

2. RECOMMENDATIONS

- (i) Members review the information as set out in this report and **APPENDIX 1** and their views and comments are sought.
- (ii) That Members review and/or scrutinise decisions made by, and the performance of, both Committees and Council Officers.

- (iii) That Members challenge performance or allocation of resources where the Committee feels that the Council's corporate goals may not be achieved.
- (iv) That Members question Members and Officers on decisions and performance, relating to comparisons with service plans and targets, or in respect of particular decisions, initiatives or projects.
- (v) That Members make recommendations to the Directors, the appropriate Committee and/or Council arising from the outcome of the scrutiny process.

3. SUMMARY OF KEY ISSUES

3.1 As reported to and agreed by Council in February 2018:

- (i) For 2018/19 CLT, in liaison with the service managers, identified and proposed the KCAs that will contribute to the achievement of the corporate goals and objectives. These KCAs are the "flagship" activities under each goal that the Council is committed to progressing or achieving in the year ahead and will provide a focus for the Council in delivering its priorities.

As key projects, the KCAs will be subject to the Council's agreed project management methodology and the performance of which will be monitored at a corporate level with quarterly reports submitted both to CLT and this Committee.

- (ii) For 2018/19, activities that are either central to our corporate goals, but delivery of which is more dependent on partnership working or have particular organisational significance for this coming year, are being differentiated from the KCAs. These will be designated as "service priorities".

These will be subject to regular updates to established working groups and the relevant Programme Committees in addition to progress being reported half yearly to this and the Programme Committees.

- 3.2 **APPENDIX 1** to this report shows the status of all Key Corporate Activities, but additional comments are only provided for those activities and indicators/measures that are behind schedule, at risk or not on target to facilitate the effective scrutiny of performance.

4. IMPACT ON CORPORATE GOALS

- 4.1 The Council stated its corporate goals and desired objectives in the Corporate Plan for 2015-19.
- 4.2 In turn, the Services agreed actions (Key Corporate Activities) that they would take forward in 2018/19 to contribute to the achievement of these objectives. Performance indicators and measures were also established to monitor the impact of these actions and to provide evidence of achievements.

- 4.3 To ensure that Maldon District Council progresses towards or achieves the goals stated in the Corporate Plan, it is important that performance is monitored and managed effectively against targets and milestones.
- 4.4 As the Council is accountable to the community, it is also important that it is able to demonstrate it is monitoring and managing performance effectively.

5. IMPLICATIONS

- (i) **Impact on Customers** – Performance Management is about agreeing and achieving objectives and priorities, monitoring our performance against agreed targets and timescales, identifying opportunities for improvement, making necessary changes and ultimately delivering quality public services.
- (ii) **Impact on Equalities** – The Council aims to understand the needs of our staff and customers and making sure that our policies and services are designed to meet these needs and are implemented appropriately.

MDC is committed to providing equal opportunity of access to services and working towards developing communities that are free from discrimination.

Effective performance management will assist the Council in determining whether it is achieving this.

- (iii) **Impact on Risk** – If performance is not managed effectively by the Council at both Committee and management level, there is a risk that the Council will not achieve its stated priorities and objectives.
- (iv) **Impact on Resources (financial and human)** – If action is needed to bring key activities or indicators back on track to meet the targets set, a reallocation of resources may be required to ensure that objectives and priorities are achieved.
- (v) **Impact on the Environment** – None.

Background Papers: None.

Enquiries to:

Emma Foy, Director of Resources (Tel: 01621 875762).

Julia Bawden, Performance and Risk Officer, (Tel: 01621 876223).

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Review of Performance 2018-19 Quarter 1 (Q1)



OVERVIEW & SCRUTINY COMMITTEE

QUARTERLY REVIEW OF PERFORMANCE

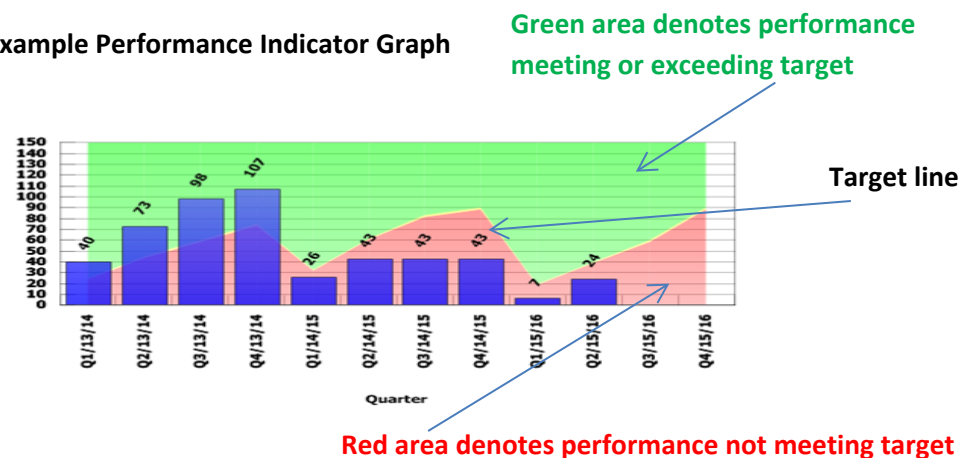
2018-19

QUARTER 1

Status Definitions for Key Corporate Activities

At Risk	There are issues which could impact the completion/ achievement of the Key Corporate Activity in the future
Behind Schedule	Target date for completion of the Key Corporate Activity , or milestones upon which activity depends, have not been met
On Track	Work progressing satisfactorily, milestones upon which the activity depends are being met and overall target for completion should be achieved
Completed	Key Corporate Activity completed – no further work required

Example Performance Indicator Graph



Review of Performance 2018-19 Quarter 1 (Q1)

Corporate Goal - Strengthening communities to be safe, active and healthy

Key Corporate Activities contributing to this goal - 1			
At Risk	Behind Schedule	On Track	Completed
		1	

Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs "At Risk" or "Behind Schedule"
Implement the Homelessness Reduction Act to prevent and relieve homelessness	March 2019	On track	

Review of Performance 2018-19 Quarter 1 (Q1)

Tracking Measures

The following are designated as “tracking measures” for which it is inappropriate to set targets as the Council has little control of performance, but establishing these measures will enable us to gauge the impact of our actions on the desired objectives outlined in the Corporate Plan.

Indicator	15/16 Actual	16/17 Actual	17/18 Actual	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative for the year 18/19
Level of reported crime	2,341 Incidents of all crime	2,422 Incidents of all crime	2,572 Incidents of all crime	675	627	734 Incidents of all crime	734 Incidents of all crime
ASB incidents	1,087	1,000	987	250	209	232 ASB incidents	232 ASB incidents
Sanctioned detection rate	11.7%	12.5%	9.5%	11.1%	9.5% For April - March	5.9%	5.9%
I. Total no. of applicants who approached Housing service	I. 462	I. 424	I. 563	I. 140	I. 137	<p>The Homelessness Reduction Act came into effect in April 2018 introducing new statutory duties. This has impacted the data collated for, and the relevance of this indicator.</p> <p>Rather than report distorted or misleading information, no figures will be reported for Q1 and the indicator will be revised for Q2 in line with the new legal requirements and definitions.</p>	
II. Number of applicants prevented from becoming homeless/ their situation was resolved through intervention	II. 135	II. 93	II. 67	II. 15	II. 19		
III. Number of applicants who proceeded to make a formal homelessness application/those accepted as statutory homeless	III. 36	III. 38	III. 50	III. 8	III. 12		
IV. Number of applicants given advice, but unsuccessful in preventing/relieving the risk of homelessness	IV. 303	IV. 288	IV. 446	IV. 88	IV. 106		

Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	15/16 Actual	16/17 Actual	17/18 Actual	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative for the year 18/19
No. of aids, adaptations and improvements implemented for older and disabled households by the Home Improvements Team	63	69	50	10	19	18	18
No. of households where living conditions were improved through Council interventions	21	10	8	5	1	7	7
Overall no. of households within the Maldon District that have been assisted through the Ecoflex fund	New measure 18/19			New measure 18/19	New measure 18/19	Measured on a half yearly basis	Not applicable
Number of food premises within the District whose Food Hygiene rating has improved through Council intervention	New measure 18/19			New measure 18/19	New measure 18/19	Measured on an annual basis	Not applicable
Participation in Active Maldon events targeted at: <ul style="list-style-type: none"> • Frailty and old age • Obesity • Isolation • Mental Health 	New measure 17/18	New measure 17/18	See below	Measured on a half yearly basis	Not applicable	Measured on a half yearly basis	Not applicable
<ul style="list-style-type: none"> • My Weight Matters weekly management scheme – 7 sessions held (started in February 2018) – average of 13 participants per week • 15 led cycling rides – 238 participants • Body care – 14/19 schools engaged, 77 sessions held • Livewell Campaign – Event held at MDC offices – 16 exhibitors, 150 participants • 2 Xplorer orienteering courses – 226 participants • Walking football – average 14/weekly session 			<ul style="list-style-type: none"> • Walking rugby – average 10/weekly session • Fitsteps – average 19/bi-weekly session • Music/movement – average 14/3 sessions a week • Club development workshops (3) – 26 clubs attended • Saltmarsh 75 – 210 participants in event October 2017 • Maldon & District School Sports Association Annual Championships – 22 schools (462 pupils) 				

Review of Performance 2018-19 Quarter 1 (Q1)

Corporate Goal - Protecting and shaping the District

Key Corporate Activities contributing to this goal – 7			
At Risk	Behind Schedule	On Track	Completed
2	3	2	

Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs “At Risk” or “Behind Schedule”
Delivery of the strategic sites as set out in the adopted Local Development Plan for the Maldon District	Strategic Sites have varying timescales as set out in the adopted LDP	Behind schedule	<p>The benchmark timetable for the delivery of the LDP Strategic Sites is the Housing Trajectory set out in Figure 4 (page 24) of the approved LDP. Overall the delivery rate is behind schedule, although some sites are being delivered to the housing trajectory. Therefore the focus has been to work with developers to unlock barriers to commencement and ensure that permissions, in accordance with policy, are in place as early as possible so that delays are minimised.</p> <p>The following sets out the status of each site:</p> <p>Site 2a - South of Limebrook Way Taylor Wimpey have submitted Reserved Matters application for 200 homes (out of 606 within their site) and a full application for the infrastructure across the whole of their site. Crest Nicholson are holding technical meetings - ahead of a pre-app - with officers in respect of their site (394 homes). Development should start late 2018. First completions are anticipated in 2019, which is a year later than the LDP housing trajectory.</p> <p>Site S2b - North of Wycke Hill The S106 is nearing completion. As a land promoter led scheme the site will be marketed to a house builder prior to the submission of reserved matters. LDP anticipated the first homes to be delivered in 2019/20.</p>

Review of Performance 2018-19 Quarter 1 (Q1)

			<p>Site S2c - South of Wycke Hill Linden Homes are on site and first units are now occupied. This site is on schedule to be completed within the 5 year Housing Land Supply period.</p> <p>Site S2d - North Heybridge. Countryside Properties have undertaken public consultation on an amended scheme to the existing live application (resolved to grant in December 2016 subject to S106 agreement, which was not completed). Work with partners to review options for further flood mitigation works in the area. This site is behind schedule as the LDP anticipated first completions in 2018/19.</p> <p>Site S2e - Holloway Road Bellway are on site and first completions due in 2018/19. This site is on schedule to be completed within the 5 year Housing Land Supply period.</p> <p>Site Sf - West of Broad Street Green Road Persimmon on site and first completions during 2018/19, which is one year behind the schedule in the LDP. The adverse weather conditions in the winter have delayed completions. However the development is to be completed within the 5 year Housing Land Supply period.</p> <p>Site S2g Park Drive Development is now complete.</p> <p>Site S2h Heybridge Swifts This site is stalled. Its trajectory is outside of the 5-Year housing supply monitoring period so not critical at this point.</p> <p>Site S2i West of Burnham on Crouch By the end of June 2018, Barratt/David Wilson Homes had submitted plans for 174 of the 180 units (approved in July 2018). The remaining six units,</p>
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Review of Performance 2018-19 Quarter 1 (Q1)

			<p>nursery and employment land remain with original applicants Pigeon developments. This site is behind schedule as the LDP anticipated a start in 2017/18. The developer has indicated that they intend to start on site this year to be completed within the 5 year Housing Land Supply period.</p> <p>Site S2j North of Burnham on Crouch West Persimmon on site and aim to complete first units in 2018/19, which is one year later than anticipated. However the development is to be completed within the 5 year Housing Land Supply period.</p> <p>Site S2k North of Burnham on Crouch East As at the end of June 2018 no house builder interest at present.</p>
Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs "At Risk" or "Behind Schedule"
Co-ordinate delivery, management and maintenance of strategic infrastructure	As set out in the Infrastructure Delivery Plan (2014 to 2029)	Behind schedule	<p>The benchmark timetable for the delivery of the strategic infrastructure is set out in the Infrastructure Delivery Plan, which was updated as part of the Post Examination Modifications to the LDP, published in March 2017.</p> <p>The delivery of infrastructure is secured and governed by Section 106 agreements and in some instances governed by the build out rates of the Strategic Sites.</p> <p>Overall the delivery rate is behind schedule, as with the delivery of the strategic sites, the focus is on supporting developers to hit targets, working with partners to ensure that delivery plans are in place and reduce the likelihood of delays.</p> <p>South Maldon Garden Suburb S106 contributions have been made towards infrastructure from S2c in accordance with the S106 agreement. The S106 agreement for the Site South of Wycke Hill (1,000 units) has been signed. The delivery of much of the infrastructure is pegged to the delivery of homes (which is 1 year</p>

Review of Performance 2018-19 Quarter 1 (Q1)

			<p>behind schedule) and the timing of payments e.g. towards the South Maldon Relief Road and the new school. Officers are working closely with ECC to ensure that when monies are received development of the infrastructure can take place without delay.</p> <p>North Heybridge Garden Suburb The Council is working with the developers and partners to facilitate the delivery of the scheme and relevant supporting infrastructure.</p> <p>The key change to the likely infrastructure is the flood alleviation scheme, which formed part of the original planning application for the Countryside development.</p> <p>Developers' contributions have been received for infrastructure from Site S2f Broad Street Green Road. Work has started on site S2e in Holloway Road and Site S2j North of Burnham on Crouch which are also subject to a S106 agreement.</p> <p>Elsewhere, infrastructure has been secured in accordance with the Infrastructure Delivery Plan and LDP through S106 agreements, or heads of terms.</p> <p>The S106 monitoring system is in place, and includes monitoring of the implementation of the infrastructure by the Council, developers and partners.</p> <p>An update on the status of the infrastructure schemes secured through S106 agreements is schedule to be presented to the Overview and Scrutiny Committee in October 2018. This report will set out the current status of the infrastructure, the delivery timetable and whether they are on track or behind schedule.</p>
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Review of Performance 2018-19 Quarter 1 (Q1)

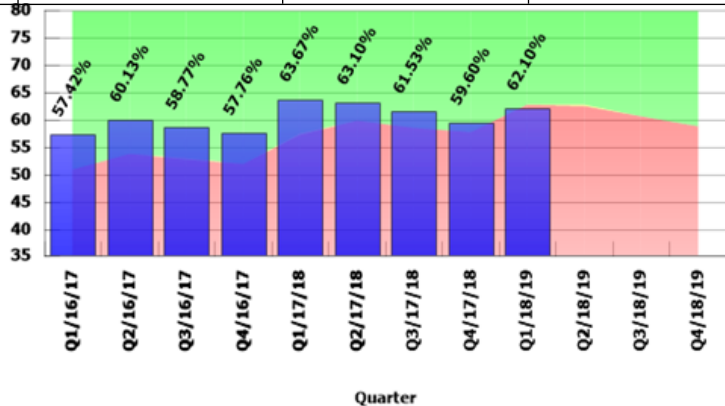
Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs "At Risk" or "Behind Schedule"
<p>Implement the Housing Strategy to meet the District's Housing need, specifically:</p> <p><i>For older people:</i></p> <ul style="list-style-type: none"> - development of independent living schemes for older people in Burnham and Maldon - review Disabled Facilities Grants policy <p><i>Affordable housing</i></p> <ul style="list-style-type: none"> - progress Community Led Housing - implement proposals for investment if Housing Infrastructure Fund bid successful - assess need for Key Worker housing to support local economy <p><i>Supported and temporary housing:</i></p> <ul style="list-style-type: none"> - identify Registered Providers willing to develop supported housing in the District and establish sources for future revenue funding - explore potential to support conversion from commercial to residential where this would help meet need for temporary accommodation 	March 2019	On track	

Review of Performance 2018-19 Quarter 1 (Q1)

Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs "At Risk" or "Behind Schedule"
Influence and co-ordinate partners to prioritise and deliver flood relief projects for identified surface and coastal flooding risk areas in District	March 2019	North Heybridge Flood Alleviation Scheme At risk	<p>North Heybridge Flood Alleviation Scheme</p> <p>The original Flood Alleviation Scheme is unlikely to be taken forward by the developer - we are awaiting further details to be submitted. In the interim, MDC is currently working with the EA Projects Board to establish alternative options for flood alleviation in North Heybridge. This is an EA led project. One workshop and two teleconferences have gone ahead and as a result the Working Group (consisting of the EA with relevant stakeholders) has produced a shortlist of options which are currently being modelled and costed with a view to a preferred option coming forward in Q3. The preferred option will be costed and will rely on funding from the EA and partner contributions potentially including MDC. In light of the above, the status of this scheme is considered to be "At risk".</p> <p>Brickhouse Farm Scheme (CDA2)</p> <p>ECC have reviewed the modelling to look at alternative options where the allotments can remain in place. A new scheme involving additional road drainage in Marlow Close has been proposed diverting the water flows to a new attenuation basin in another location on Brickhouse Farm. Currently the ECC Flood Team is discussing adoption of the new system with Highways. A meeting with Members and ECC is due to take place on 30 July 2018. This scheme is still considered to be "Behind schedule", but this is because we are relying on ECC to fund and adopt any new highway assets which are still under discussion.</p> <p>West Maldon (CDA1) - verbal indications from ECC indicate that this scheme is unlikely to go ahead due to viability - awaiting written confirmation. Status is "At risk".</p>
		CDA 2 Scheme Brickhouse Farm Behind schedule	
		CDA1 West Maldon At risk	
		CDA3 and Masterplan Area On track	

Review of Performance 2018-19 Quarter 1 (Q1)

Indicators - For comparison purposes, where available, the figures for the previous year, for the same period in the previous year and the previous quarter are provided.

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target achieved																										
Total household waste arising per household Low performance is good	825 kgs. per household (provisional)	750 kgs. per household	Monitored on an annual basis				Not applicable																										
Residual household waste per household Low performance is good	333 kgs. per household (provisional)	340 kgs. per household	Monitored on an annual basis				Not applicable																										
Percentage of household waste sent for reuse, recycling and composting (including separate green waste) High performance is good	59.6% (provisional)	59%	63.67%	52.3% (provisional)	62.10% (provisional)	62.10% (provisional)	At risk																										
Comment on current performance The recycling rate is lower than for the similar quarter last year due to a rise in refuse which we have no control over or can explain. We have undertaken a recent recycling campaign "Metal Matters" to increase metal recycling with leaflets & vehicle graphics plus a low key garden waste campaign to increase garden waste customers.			 <table><caption>Percentage of household waste sent for reuse, recycling and composting</caption><thead><tr><th>Quarter</th><th>Percentage</th></tr></thead><tbody><tr><td>Q1/16/17</td><td>57.42%</td></tr><tr><td>Q2/16/17</td><td>60.13%</td></tr><tr><td>Q3/16/17</td><td>58.77%</td></tr><tr><td>Q4/16/17</td><td>57.76%</td></tr><tr><td>Q1/17/18</td><td>63.67%</td></tr><tr><td>Q2/17/18</td><td>63.10%</td></tr><tr><td>Q3/17/18</td><td>61.53%</td></tr><tr><td>Q4/17/18</td><td>59.60%</td></tr><tr><td>Q1/18/19</td><td>62.10%</td></tr><tr><td>Q2/18/19</td><td></td></tr><tr><td>Q3/18/19</td><td></td></tr><tr><td>Q4/18/19</td><td></td></tr></tbody></table>					Quarter	Percentage	Q1/16/17	57.42%	Q2/16/17	60.13%	Q3/16/17	58.77%	Q4/16/17	57.76%	Q1/17/18	63.67%	Q2/17/18	63.10%	Q3/17/18	61.53%	Q4/17/18	59.60%	Q1/18/19	62.10%	Q2/18/19		Q3/18/19		Q4/18/19	
Quarter	Percentage																																
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Q3/18/19																																	
Q4/18/19																																	

Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target achieved																		
Average number of justified missed collections per collection day	10.22	<10 per collection day	9.3	12.46	14	14	At risk																		
<div>Low performance is good</div>																									
<div><div>Comment on current performance</div><div>This figure is high due to a higher than normal rate of vehicle breakdowns during this period. This has now been addressed by the contractor with additional resources brought in to support the contract.</div><div>The reliability of the waste contractor’s vehicles is a scrutiny topic for this Committee as part of its 2018/19 Work Programme.</div></div>			<div><table><caption>Missed Collections Data</caption><thead><tr><th>Quarter</th><th>Average number of justified missed collections per collection day</th></tr></thead><tbody><tr><td>Q1/17/18</td><td>9.3</td></tr><tr><td>Q2/17/18</td><td>10.0</td></tr><tr><td>Q3/17/18</td><td>9.5</td></tr><tr><td>Q4/17/18</td><td>10.2</td></tr><tr><td>Q1/18/19</td><td>14.0</td></tr><tr><td>Q2/18/19</td><td>~0.5</td></tr><tr><td>Q3/18/19</td><td>~0.5</td></tr><tr><td>Q4/18/19</td><td>~0.5</td></tr></tbody></table></div>					Quarter	Average number of justified missed collections per collection day	Q1/17/18	9.3	Q2/17/18	10.0	Q3/17/18	9.5	Q4/17/18	10.2	Q1/18/19	14.0	Q2/18/19	~0.5	Q3/18/19	~0.5	Q4/18/19	~0.5
Quarter	Average number of justified missed collections per collection day																								
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Q3/18/19	~0.5																								
Q4/18/19	~0.5																								

Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target achieved
Quality of decision: % of total number of decisions on applications made during the assessment period overturned at appeal Low performance is good	6.15 % (major applications) 3.73% (non major applications) (for the 2 year minus 9 months period as per MHCLG assessment re quality of decisions)	8.5% (for both major and non-major applications)	9.92 % (major applications) 4.03% (non major applications) (for the 2 year minus 9 months period as per MHCLG assessment re quality of decisions)	6.15 % (major applications) 3.73% (non major applications) for the 2 year minus 9 months period	4.96 % (major applications) 3.19% (non major applications) for the 2 year minus 9 months period	Not applicable	Yes
Total number of homes delivered High performance is good	Figures available in September	310	Monitored on an annual basis				Not applicable

Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target achieved
Total number of affordable homes delivered (through legal agreements and other means) High performance is good	Figures available in September	130	Monitored on an annual basis				Not applicable
Total number of long term (i.e. longer than 6 months) empty homes in the District Low performance is good	194 as at 31/3/18 (of which 29 have been empty in excess of 5 years)	Not applicable	Monitored on an annual basis				Not applicable
Number of long term empty homes as a % of total stock *Source: MHCLG – Maldon: Total stock figure as at 1/4/2017 (28,070); Long Term Vacant properties as at 02/10/17 (213) England: Total stock figure as at 1/4/2017 (23,950,000); Long Term Vacant properties as at 02/10/17 (205,293) Low performance is good	0.76% *	< national average 2017 0.86%	Monitored on an annual basis				Not applicable

Review of Performance 2018-19 Quarter 1 (Q1)

Tracking Measures: The following are designated as “tracking measures” for which it is inappropriate to set targets as the Council has little control of performance, but establishing these measures will enable us to gauge the impact of our actions on the desired outcomes outlined in the Corporate Plan.

Indicator	15/16 Actual	16/17 Actual	17/18 Actual	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative for the year 18/19
Fly tipping							
- No. of incidents	- 214	- 381	- 472	- 117	- 129	- 118	- 118
- % removed within standard time	- 100%	- 100%	- 100%	- 100%	- 100%	- 100%	- 100%
No. of reports received from the public re litter	38	26	20	13	12	8	8
No. of fixed penalty notices issued relating to litter offences	18	30	87	8	45	34	34
No of reports received from the public re dog fouling	50	74	58	34	20	11	11
No. of fixed penalty notices issued relating to dog fouling offences	12	10	87	6	45	0	0
No. of sites in District (out of 21) where NO2 levels exceed 90th percentile of National Air Quality annual mean objective	N/A	N/A	N/A	13	14	19	Not applicable
Average Levels of Nitrous Dioxide across the whole District	33.05µ/m³	29.60µ/m³	31.66µ/m³ (For year to December 2017)	Monitored on an annual basis			Not applicable
Number of flood alleviation schemes implemented in the District as a result of grant funding/partnership working	New indicator 17/18	New indicator 17/18	0	Monitored on an annual basis			Not applicable
Number of households removed from flood risk as a result of schemes implemented	New indicator 17/18	30	0	Monitored on an annual basis			Not applicable

Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	15/16 Actual	16/17 Actual	17/18 Actual	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative for the year 18/19
Affordable housing needs assessment	New indicator 16/17	130	520	Monitored half yearly	520	Monitored half yearly	Not applicable
Number of people registered with the Council for housing in Bands A-C of the Council's policy for determining Housing Need	New indicator 17/18	New indicator 17/18	Not applicable	192 (as at end of June 2017)	201 (as at end of March 2018)	192 (as at end of June 2018)	Not applicable
Number of properties available to offer those with a housing need during the quarter	New indicator 17/18	New indicator 17/18	Not applicable	42	43	32	Not applicable
Number of households in temporary accommodation at the end of the quarter	New indicator 17/18	New indicator 17/18	Not applicable	13 (as at end of June 2017)	10 (as at end of March 2018)	15 (as at end of June 2018)	Not applicable

Review of Performance 2018-19 Quarter 1 (Q1)

Corporate Goal - CREATING OPPORTUNITIES FOR ECONOMIC GROWTH AND PROSPERITY

Key Corporate Activities contributing to this goal - 12				
Not started	At Risk	Behind Schedule	On Track	Completed
5		2	5	

Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs "At Risk" or "Behind Schedule"
Work with local businesses and agencies to prepare for/implement projects for the following Central Area Masterplan sites: <ul style="list-style-type: none"> a) Lower High Street b) Butt Lane Car Park c) Hythe Quay d) Maldon Riverside Path e) The Causeway Corridor f) Heybridge Creek Improvements g) Former Wyndeham Heron premises h) Destination Hub – Promenade Park/Hythe Quay i) Promenade Park 	March 2019	a) On track	Hythe Quay - Project 4 Hythe Quay Improvement Initiatives are dependent on other opportunities currently on-going within Promenade. Hythe Quay project will await these outcomes and has been placed in Tranche 2 of the Masterplan Project Prioritisation to Y2 Priorities commencing 2019/20. However, and if opportunity arises, some elements of the Hythe Quay project may commence earlier.
		b) On track	
		c) Not started	
		d) Not started	
		e) Not started	Maldon Riverside Path - Project 5 Maldon Riverside Path is dependent on other opportunities currently on-going including funding applications via the Blackwater CCT for public realm improvements, wayfinding and signage. Maldon Riverside Path project will await these outcomes and has been placed in Tranche 2 of the Masterplan Project Prioritisation to Y2 Priorities commencing 2019/20. However, and if opportunity arises, some elements of the Maldon Riverside Path project may commence earlier.
		f) On track	
		g) Not started	
		h) On track	
		i) Not started	Causeway Corridor - Project 8 Causeway Corridor is now placed in Tranche 2 of the Masterplan Project Prioritisation to Y2 Priorities commencing 2019/20. However, S106 contributions are being sought from development in the area towards these works.

Review of Performance 2018-19 Quarter 1 (Q1)

			<p>Former Wyndeham Heron Premises - Delivery of this project is depended upon the future use of the site (which at the end of June was being marketed for commercial purposes) and the findings of the Causeway and Central Area Strategic Flood Risk Assessment, which should be completed by Summer 2019.</p> <p>Promenade Park - Awaiting steer as being taken forward as part of the Future Council.</p>
Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs "At Risk" or "Behind Schedule"
Co-ordinate the delivery of an Enterprise Centre for the District	Feasibility study with preferred sites and costings to Council – September 2018	Behind schedule	A request was presented to June Planning and Licensing Committee to endorse the selected preferred sites for the Maldon District Enterprise Centre, as recommended by Nautilus Associates in their interim feasibility study report. The Committee resolved that consideration of this item of business be deferred until a Member seminar was arranged for all Members, following which a report is to be submitted to Council for decision. A Members' seminar was arranged for 24 July 2018 and all further work on the feasibility study halted pending the outcome of this seminar.
Identify and work with partners to implement the strategy to meet the skills need within the District	TBC following approval of strategy	Behind schedule	Input from external partners such as the Essex Skills Board, South East Local Enterprise Partnership and the Haven Gateway Partnership on the first draft of the Maldon District Skills Strategy has been received and an updated version was presented to CLT in July for comment before being presented to Planning and Licensing Committee for approval and release in early September.
Develop a Planning Performance Agreement to mitigate the impact and maximise the benefits from the development of a new nuclear power station at Bradwell	October 2018	On track	

Review of Performance 2018-19 Quarter 1 (Q1)

Tracking Measures: The following are designated as “tracking measures” for which it is inappropriate to set targets as the Council has little control of performance, but establishing these measures will enable us to gauge the impact of our actions on the desired outcomes outlined in the Corporate Plan.

Indicator	15/16 Actual	16/17 Actual	17/18 Actual	Q1 17/18	Q4 17/18	Q1 18/19
Within the District total number of employee jobs Source: NOMIS (ONS Business Register and Employment Survey)	19,000 2015	20,000 2016	Figure not available	Monitored on an annual basis		
Number of business enterprises within the District Source: NOMIS	3,270 (2015)	3,295 (2016)	3,400 (2017)	Monitored on an annual basis		
Number of empty NNDR properties within the District	187 (as at March 2016)	168 (as at March 2017)	166 (as at March 2018)	173 (as at June 2017)	166 (as at March 2018)	170 (as at June 2018)
Growth in number of NNDR Properties during the year	New indicator 18/19	New indicator 18/19	+9	Monitored on an annual basis		
In year rateable value movement	New indicator 18/19	New indicator 18/19	+ £392, 273	Monitored on an annual basis		
Number/percentage of 16 – 18 year olds in the District not in employment, education or training Source: ECC	80 (as at March 2016) (16 – 19 year olds)	31 (as at March 2017) Equivalent to 2.1% of 16 – 18 year olds in the District not in employment, education or training	34 (as at March 2018) Equivalent to 2.4% of 16 – 18 year olds in the District not in employment, education or training	Monitored on an annual basis		
Number of participants starting in apprenticeship schemes within the District Source: DfE	540	480	Figures not yet available	Monitored on an annual basis		
Total visitor spend in the District Source: TIC – Economic Impact of Tourism report	£155.5m (2015)	£160.8m (2016)	Figure awaited (report available September 2018)	Monitored on an annual basis		

Review of Performance 2018-19 Quarter 1 (Q1)

Corporate Goal - Delivering good quality, cost effective and valued services

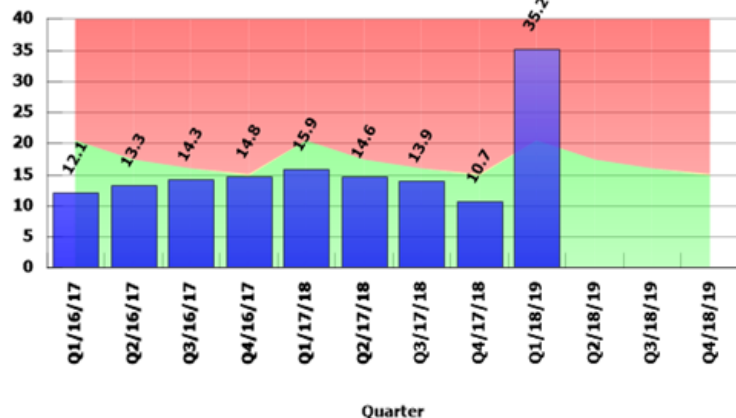
Key Corporate Activities contributing to this goal - 6					
Not started	Activity not being taken forward	At Risk	Behind Schedule	On Track	Completed
1	1			3	1

Key Corporate Activities (KCAs)	Target Date	Status as at end of Q1	Comments for KCAs "At Risk" or "Behind Schedule"
Implement the ICT Strategy projects for 2018/19 <ul style="list-style-type: none"> - Implement new telephony system - Upgrade e-mail system - Develop the 2019/23 ICT Strategy 	March 2019	New telephony system On track	ICT Strategy Development of the ICT Strategy is included as part of the Ignite Future Council Business Case.
		E-mail system Completed	
		ICT Strategy Not started	
Deliver the Transformation Programme projects: <ul style="list-style-type: none"> a) Workforce Development Strategy 2018/19 projects b) Information Governance c) Commercial Investment 	March 2019	Workforce Development Strategy Activity not being taken forward	Workforce Development Strategy Not being taken forward at this point in time in light of the Future Model re-organisation.
		Information Governance On track	
		Commercial Investment On track	

Review of Performance 2018-19 Quarter 1 (Q1)

Indicators

For comparison purposes, where available, the figures for the previous year, for the same period in the previous year and the previous quarter are provided.

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target																										
% of rentable assets let on estates portfolio	New indicator 18/19	95%	Monitored on an annual basis				Not applicable																										
Average rate of return on Treasury investments	New indicator 18/19	1.5%	Monitored on an annual basis				Not applicable																										
Time taken to process Housing Benefit/Council Tax Support new claims	10.72 days	15 days	15.9 days	6.19 days	35.2 days	35.2 days	At risk																										
Low performance is good																																	
<p>There have been various staffing and training demands on the team as a result of a significant number of vacancies, and the inability to recruit experienced staff into some key roles, as well as the usual impact of year end processes. We have also been embedding the new structure and teams during this time.</p> <p>We have put into place specific measures to address these issues including off site processing (funded through vacancy savings and additional New Burdens Funding from DWP) and prioritisation of work.</p> <p>Given the additional measures that have been put in place the average number of days should come down, but it is unlikely we will meet the original target in view of the additional demands that the service is likely to face as we embark on a significant programme of transformation.</p>				 <table><caption>Time taken to process Housing Benefit/Council Tax Support new claims (Days)</caption><thead><tr><th>Quarter</th><th>Days</th></tr></thead><tbody><tr><td>Q1/16/17</td><td>12.1</td></tr><tr><td>Q2/16/17</td><td>13.3</td></tr><tr><td>Q3/16/17</td><td>14.3</td></tr><tr><td>Q4/16/17</td><td>14.8</td></tr><tr><td>Q1/17/18</td><td>15.9</td></tr><tr><td>Q2/17/18</td><td>14.6</td></tr><tr><td>Q3/17/18</td><td>13.9</td></tr><tr><td>Q4/17/18</td><td>10.7</td></tr><tr><td>Q1/18/19</td><td>35.2</td></tr><tr><td>Q2/18/19</td><td></td></tr><tr><td>Q3/18/19</td><td></td></tr><tr><td>Q4/18/19</td><td></td></tr></tbody></table>				Quarter	Days	Q1/16/17	12.1	Q2/16/17	13.3	Q3/16/17	14.3	Q4/16/17	14.8	Q1/17/18	15.9	Q2/17/18	14.6	Q3/17/18	13.9	Q4/17/18	10.7	Q1/18/19	35.2	Q2/18/19		Q3/18/19		Q4/18/19	
Quarter	Days																																
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Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target
Time taken to process Housing Benefit/Council Tax Support change of circumstances	5.09 days	6.5 days	10.4	2.26 days	13.7 days	13.7 days	At risk
<div>Low performance is good</div> <div>Comment on current performance</div> <div>Similar to the situation with new claims, there have been various staffing and training demands on the team as well as the impact of year end processes. We have also been embedding the new structure and teams during this time.</div> <div>We have now put into place specific measures to address these issues including additional resources and training for staff.</div>							

The bar chart displays the time taken to process Housing Benefit/Council Tax Support change of circumstances over 12 quarters. The Y-axis represents time in days, ranging from 0 to 20. The X-axis lists the quarters from Q1/16/17 to Q4/18/19. A green shaded area represents the target range (up to 6.5 days), and a red shaded area represents the 'At risk' zone (above 6.5 days). The data points are: Q1/16/17 (5.9), Q2/16/17 (7.9), Q3/16/17 (7.7), Q4/16/17 (5.0), Q1/17/18 (10.4), Q2/17/18 (8.4), Q3/17/18 (8.5), Q4/17/18 (5.1), Q1/18/19 (13.7), Q2/18/19, Q3/18/19, and Q4/18/19.

Quarter	Time taken (days)
Q1/16/17	5.9
Q2/16/17	7.9
Q3/16/17	7.7
Q4/16/17	5.0
Q1/17/18	10.4
Q2/17/18	8.4
Q3/17/18	8.5
Q4/17/18	5.1
Q1/18/19	13.7
Q2/18/19	
Q3/18/19	
Q4/18/19	

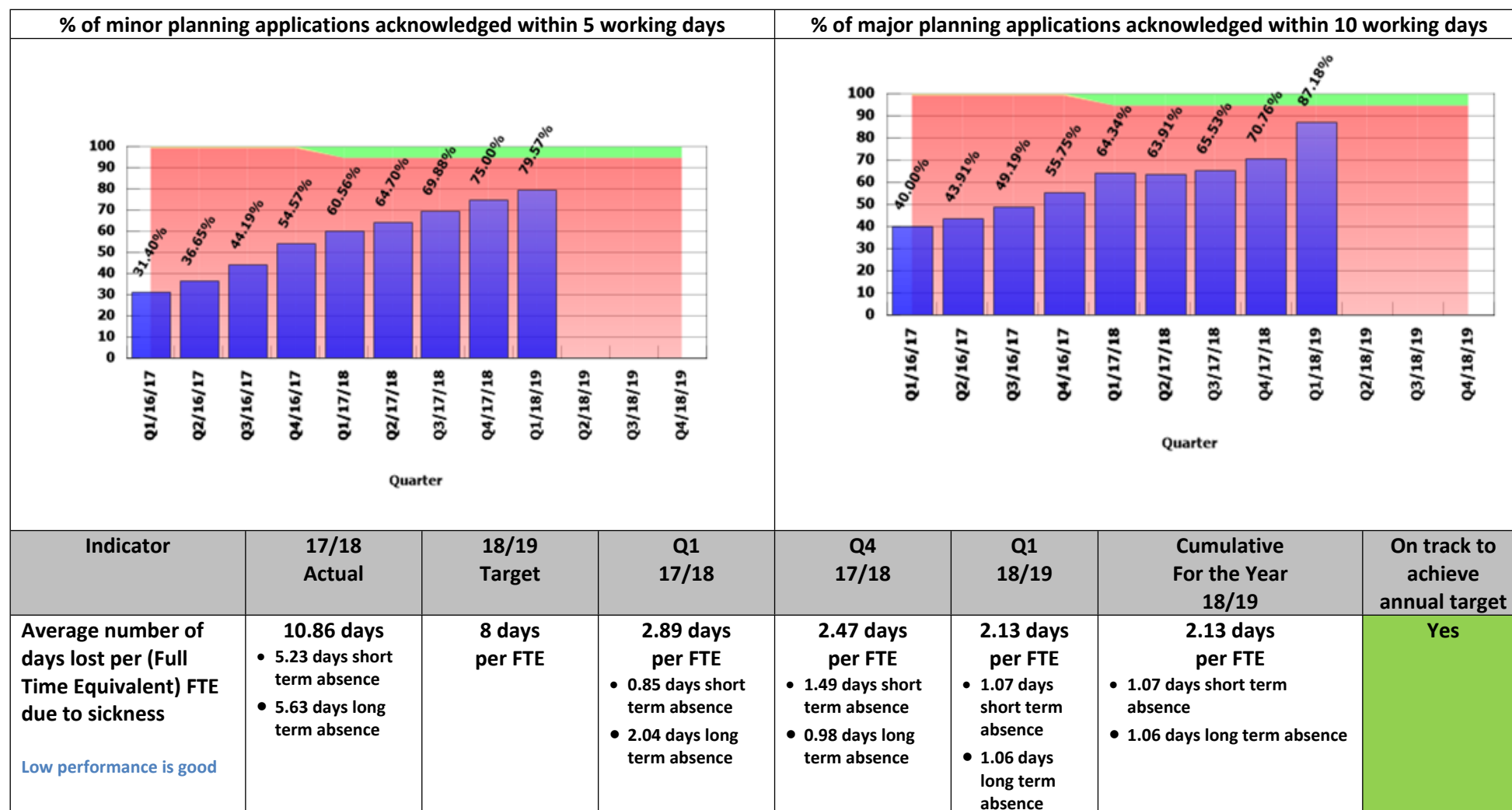
Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target
% Council Tax collected High performance is good	98.45%	98.3%	38.24%	3.85%	38.3%	38.3%	Yes
% Business Rates collected High performance is good	98.8%	98%	38.86%	7.15%	37.1%	37.1%	Yes
Percentage of major planning applications determined within 13 weeks High performance is good	97.2%	90%	100%	100%	90.91%	90.91%	Yes
Percentage of minor planning applications determined within 8 weeks High performance is good	97.8%	90%	94.52%	100%	96.74%	96.74%	Yes
Percentage of other planning applications determined within 8 weeks High performance is good	98.16%	90%	97.86%	99.31%	99.26%	99.26%	Yes

Review of Performance 2018-19 Quarter 1 (Q1)

Indicator	17/18 Actual	18/19 Target	Q1 17/18	Q4 17/18	Q1 18/19	Cumulative For the Year 18/19	On track to achieve annual target
% of major planning applications acknowledged within 10 working days High performance is good	91.23%	95%	86.67%	100%	100%	100%	Yes
% of minor planning applications acknowledged within 5 working days High performance is good	75%	95%	60.56%	87.88%	79.57%	79.57%	No
% of other planning applications acknowledged within 5 working days High performance is good	70.76 %	95%	64.34%	85.52 %	87.18%	87.18%	No
<p>Comment on current performance</p> <p>It was agreed that due to a lack of funding the Administration Team will not be undertaking validation of planning applications. Whilst a number of internal improvements have been undertaken it is considered that the current target will not be met within the existing service provision.</p> <p>It should be noted that Government guidance (Development Management – Good Practice Guide) in relation to validation suggests targets of</p> <ul style="list-style-type: none"> • 85% of applications validated within 6 working days and • 95% of applications validated within 10 working days of receipt of the application. 							

Review of Performance 2018-19 Quarter 1 (Q1)



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REPORT of DIRECTOR OF RESOURCES

**to
OVERVIEW AND SCRUTINY COMMITTEE
29 AUGUST 2018**

2018/19 PROGRAMME OF WORK UPDATE

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this paper is to provide an update on the work programme of this Committee for 2018/19.

2. RECOMMENDATION

- 2.1 That the contents of this report be noted.

3. SUMMARY OF KEY ISSUES

- 3.1 This report is for Members' information only.
- 3.2 The Committee has previously considered and agreed a programme of work for 2018/19; other issues have been added subsequently. **APPENDIX 1** provides an update on each of the agreed scrutiny topics.

4. CONCLUSION

- 4.1 The work programme for 2018/19 is progressing.

5. IMPACT ON CORPORATE GOALS

- 5.1 The work of the Overview and Scrutiny Committee supports the Corporate Goal of: "Delivering good quality, cost effective and valued services".

6. IMPLICATIONS

- (i) **Impact on Customers** – Scrutiny work may aid in improvements to service to the public by the Council and external authorities.
- (ii) **Impact on Equalities** – None identified.

- (iii) **Impact on Risk** – Recommendations arising from scrutiny could assist in mitigating corporate risks.
- (iv) **Impact on Resources (financial)** – Officer time in preparing the reports and supporting information.
- (v) **Impact on Resources (human)** – None identified.
- (vi) **Impact on the Environment** – None identified.

Background papers: None.

Enquiries to: Emma Foy, Director of Resources, Chief Executive, (Tel: 01621 875762).

Overview and Scrutiny Committee

2018/19 Programme of Work

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
Provision of Healthcare Services including the recruitment and retention of GPs	Councillor N R Pudney Councillor Mrs M E Thompson	Director of Service Delivery	<p><u>Primary Care Provision</u> The Clinical Commissioning Group (CCG) recently updated on progress in primary care provision in the Maldon District.</p> <p>Plans are progressing well for a new primary care facility in Southminster and the Blackwater Surgery in Maldon is wedded to relocation into the new integrated health hub, the strategic outline case for which is due for submission in the Autumn. Assurances have been given that the North Heybridge development will include a new primary care facility.</p> <p><u>GP Recruitment</u> There is a national agenda supporting the expansion of the primary care workforce and approaches to increasing capacity through streamlining clinical systems. Virtually all of our surgeries now have their books open and some have benefited from funding to support the investment required to develop their resilience.</p> <p>Representatives from the CCG and practices have offered to attend the Committee, or a separate meeting outside of the Committee to provide an update on this agenda. An invite will be extended to attend either the November 2018 or January 2019 meeting of this Committee.</p>
Section 106	Councillor Mrs M E Thompson	Director of Strategy	<p>It was agreed that the Committee would receive an update on Section 106 Agreements on a six monthly basis.</p> <p>A detailed report was submitted to the Committee for its February 2018 meeting; next update will be provided to the October 2018 meeting.</p>

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Internal and External Communication	Councillor S J Savage Councillor M S Heard	Corporate Leadership Team	<p>The Committee requested a review of the Council's approach to internal and external communications to include:</p> <ul style="list-style-type: none"> • the email system; • telephone communication via the Council's contact centre*; • how the Council can improve the website*; • some examples of other authorities' approach to communication; • the Council's Digital strategy*. <p>A presentation was provided to the February 2018 meeting and a further report received by the Committee in March 2018.</p> <p>The areas above marked * will be included in the Future Council work being undertaken with Ignite. The Deputy Monitoring Officer will be meeting with Councillors Savage and Heard to discuss email communication.</p> <p>This item will now be removed from the work programme.</p>
Monitoring of the Organisational Change Programme	Councillor P G L Elliott Councillor R P F Dewick	Director of Resources	<p>Following the decision by Council on 7th June to progress with Ignite's Future Council model, the Committee will monitor the implementation of this organisational change programme.</p> <p>A discussion on the scope of this will take place on the 29th September 2018.</p>
Review of Fire and Rescue Service provision in the Dengie	Councillor P G L Elliott	Director of Service Delivery	<p>Concern was raised that the Fire Authority was looking into closing fire stations within the Maldon District, i.e. Tillingham and Burnham-on-Crouch. It was noted that were this to happen the closest Fire Service to the Dengie would be located at South Woodham Ferrers.</p> <p>A scoping meeting has been arranged between Officers and Members to take place on Friday 31st August 2018.</p>

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Dealing with Waste Water	Councillor Miss S E White	Director of Strategy	<p>The Committee raised concerns over the use of an experimental pumping system for foul water removal at new developments within the district, the lack of capacity at pumping stations, and the liability for any failure of foul water drainage which may occur.</p> <p>Members discussed the responsibility of foul water removal at new developments within the District, and voiced frustration over conflicting reports from Anglian Water. It was requested that Anglian Water attend a future meeting of the Committee and provide a report on the removal of foul water.</p> <p>A scoping meeting has been arranged between Officers and Members to take place on 21st August 2018.</p>
Provision of Tourist Information Centres in the District	Councillor P G L Elliott Councillor Miss S E White	Director of Service Delivery	<p>Following a query on the pending closure of the Burnham Tourist Information Centre (TIC), it was requested that the delivery of tourism within the Maldon District was added as an item for scrutiny and the best strategic and operational delivery looked into.</p> <p>The Director of Resources to confirm this would not be a duplication of work undertaken by other Committees before adding this as an item for scrutiny.</p> <p>A scoping meeting has been arranged to take place between Officers and Members on Friday 31st August 2018.</p>
Office accommodation and leases within the Maldon DC Offices	Councillor S J Savage	Director of Resources	<p>It was requested that following the recent report, leases held by external companies working from the Council offices would be looked at and reported back to a future meeting of the Committee. It was noted that this would include previous lease holders, Moat Housing, and organisations that use the facilities for meetings.</p> <p>Report to the October 2018 meeting</p>
Job Centre Plus	Councillor M S Heard	Director of Resources	<p>Members were pleased to see the Jobcentre Plus had located to the Council Offices and requested confirmation on their success at the site. Members asked whether they were still only accepting appointments for claimants aged twenty five and under, and whether there was any plans to extend this to Burnham as an Outreach Project.</p> <p>In response to Members questions, the Director of Resources agreed to provide a short report to a future meeting of the Committee.</p> <p>A scoping meeting has been arranged to take place between Officers and Members on 24th August 2018.</p>

APPENDIX 1

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
Waste Contract – reliability of the contractor vehicles	Councillor R P F Dewick Councillor M S Heard	Director of Service Delivery	In response to questions raised, Members were advised that the waste contractor was being scrutinised following issues surrounding the reliability of vehicles and the impact on the delivery of service. A report would be provided for a future meeting of the Committee, and include feedback on the size and reliability of vehicles. Report to the October 2018 meeting .