

THE OVERVIEW AND SCRUTINY COMMITTEE

13 FEBRUARY 2012

PERFORMANCE MONITORING UPDATE – ACTIVE COMMUNITIES AND
EFFICIENT AND EFFECTIVE COUNCIL OUTCOMES

REPORT OF ASSISTANT DIRECTORS

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RECENT REFERENCES:

[CAB2069](#) Adoption of the Winchester Sustainable Community Strategy 2010 - 2020, 13 October 2010

[CAB2119](#) Adoption of Change Plans, 9 February 2011

[OS020](#) Performance Monitoring Update – High Quality Environment and Economic Prosperity outcomes, 17 October 2011

EXECUTIVE SUMMARY:

This report provides an update on the progress made against the actions that contribute to achieving the Active Communities outcome of the Winchester District Community Strategy and also the corporate outcome of being an Efficient and Effective Council.

Furthermore, an update on the progress of the Community Safety Partnership is included to enable the Committee to carry out its statutory role of Crime and Disorder Committee and review or scrutinise the work of the Partnership.

Attached as Appendices 1 and 3 to the report are scorecards that give a summary of the progress made against the actions in the detailed Active Communities and Effective and Efficient Council Change Plans for 2011/12. Further details are given on the progress of each of the priority actions under each theme along with explanations for any actions that are behind schedule.

Appendices 2 and 4 provide data for a series of performance indicators that measure the progress being made in significant areas of work under the Active Communities and Efficient and Effective Council outcomes.

A report giving details of progress against the Economic Prosperity and High Quality Environment outcomes was presented to this Committee's meeting on 17 October 2011 (Report [OS020](#) refers).

RECOMMENDATION:

1. That the Committee raises with the relevant Portfolio Holder any issues arising from the performance information in this report and considers whether any items of significance need to be drawn to the attention of Cabinet.

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13 FEBRUARY 2012

PERFORMANCE MONITORING UPDATE – ACTIVE COMMUNITIES AND EFFICIENT AND EFFECTIVE COUNCIL OUTCOMES

REPORT OF THE ASSISTANT DIRECTORS

Introduction

- 1.1 The Committee is asked to consider this report as part of its role in holding Portfolio Holders to account and monitoring the progress the Council is making towards the outcomes of the Winchester District Community Strategy and its corporate outcome of being an Efficient and Effective Council.
- 1.2 The report also includes an update on the progress of the work of the Community Safety Partnership against the actions included in the Community Safety Partnership Strategic Assessment 2010-11.
- 1.3 For the purpose of Section 19 of the Police and Justice Act 2006, this Committee acts as the Council's Crime and Disorder Committee and as such is responsible for reviewing and scrutinising the decisions and work of the Partnership.
- 1.4 This report forms part of the regular performance and financial monitoring processes designed to check progress in delivering the Change Plans and performance against identified indicators.
- 1.5 All of the information provided in the appendices has been drawn from the Council's performance management system Covalent and has been input by the officers accountable for specific projects and indicators.
- 2.1 Appendices 1 and 3 – Scorecard Report.
- 2.2 The information provided in Appendices 1 and 3 is designed to give a high level summary of the progress that has been achieved over the first three quarters of this financial year in delivering the Active Communities and Efficient and Effective Council Change Plans.
- 2.3 Each outcome area is split into a set of key themes that have been identified through consultation. A number of individual actions and projects seek to address challenges within these themes. In the two Appendices (Table 2), a summary is given of the progress against these actions using a 'traffic light' system. A key to the meaning of each of the status icons is given at the top of the Appendices (Table 1).
- 2.4 Brief updates (Table 3) on the progress that has been achieved so far this year are included for each of the actions that were designated priority actions for 2011/12 by Full Council.
- 2.5 Furthermore, brief explanations are included against each of the actions that are behind schedule and milestones have not been completed (Table 4).

- 2.6 More detailed information on the outcomes and actions can be found in the Winchester District Change Plans 2011-2014 document, which was circulated to Members of this Committee at its meeting on 11 July 2011.
3. Appendices (2 and 4) – Performance Indicators
- 3.1 Attached as Appendices 2 and 4 of the report is a series of graphs and charts that include key performance indicators that are grouped by outcome.
- 3.2 Brief notes have been included for each of the graphs giving an explanation of the progress made against targets where they are provided.
4. Appendices (5 and 6) Community Safety Partnership – Performance Monitoring
- 4.1 Appendix 5 of the report presents an update on the progress achieved over the first three quarters of year against the actions included in the [Community Safety Partnership Strategic Assessment 2010-11](#).
- 4.2 Attached as Appendix 6 is an update on a number of performance indicators used to measure the progress the Partnership is making against its actions.

OTHER CONSIDERATIONS

5. COMMUNITY STRATEGY AND CHANGE PLANS (RELEVANCE TO):
- 5.1 This report forms part of a system of performance and financial monitoring processes designed to check progress being made against Change Plans and identified performance indicators.
6. RESOURCE IMPLICATIONS
- 6.1 As referred to within the Appendices to the report.
7. RISK MANAGEMENT ISSUES
- 7.1 This report provides Members with an update on the progress that has been made against the projects and programmes that contribute to achieving the outcomes of the Community Strategy. Scrutiny of this progress forms part of the wider corporate approach to risk management, by enabling Members to identify and explore areas where performance is below acceptable levels or difficulties which are preventing progress in delivering important projects. The Council's project management process requires a full risk assessment, providing further controls over risks associated with Change Plan activities.

BACKGROUND DOCUMENTS:

Working papers held by officers in the relevant teams.

APPENDICES:

- Appendix 1 Active Communities – Progress against Change Plan Actions
- Appendix 2 Active Communities – Performance Indicators
- Appendix 3 Efficient and Effective Council – Progress against Change Plan Actions
- Appendix 4 Efficient and Effective Council – Performance Indicators
- Appendix 5 Community Safety Partnership Action Plan – Q3 update
- Appendix 6 Community Safety Partnership – Performance Indicators

Progress against Change Plans – Active Communities

Monitoring Report – January 2012

Introduction

This Appendix provides details of the progress that has been made since April 2011 against the actions in the detailed Active Communities Change Plan. Each of these actions has been aligned to one of the relevant themes that are in place to achieve the Active Communities outcome.

Table 2 (below) sets out the five themes of the Active Communities Change Plan and the status of the relevant actions that contribute to each of the themes. The status is shown by icons which are explained in the key below (Table 1). The numbers in the columns headed “No. of actions” are the total number of actions by ‘status’ (for example, the number of actions where progress is overdue).

Within each of the five themes, a narrative is provided on progress against each of the designated priority actions approved by Council as part of the Corporate Business Plan.

Table 4 provides details and an explanation of those actions that are approaching their due date, not yet complete and past their due date, not started or overdue.

Key to Status Icons

The table below provides a key to the status icons used in Table 2.

Table 1













Action Status	
 Action Completed	 Action Overdue – Due date passed before action completed
 Action In Progress and within expected due date	
 Check Action Progress – action approaching due date or associated milestone not yet complete and passed due date; Action Not Started	



Table 2

Active Communities								
What do we want to achieve? The people of the District are able to lead active and healthy lifestyles by making good choices and decisions, for example by eating well, exercising regularly, not smoking or abusing drink or drugs. They also enjoy the benefits of a community where there are low levels of crime and everyone feels safe. People play an active role in their community and help shape how resources are used to deliver local services. Communities ensure everyone can access the services they need. People enjoy a range of learning opportunities throughout their lives, both formal and informal. They can also share their skills and talents through the District’s many volunteering networks.								
	Status	No. of actions	Status	No. of actions	Status	No. of actions	Status	No. of actions
Theme 1 – Support and encourage community planning & volunteering		4		8		0		0
Theme 2 – Support local people to access high quality, affordable housing		3		10		1		0

	Status	No. of actions	Status	No. of actions	Status	No. of actions	Status	No. of actions
Theme 3 – Children and young people		2		3		0		0
Theme 4 – Low levels of crime		5		9		1		0
Theme 5 – Reducing health inequalities		0		5		0		0

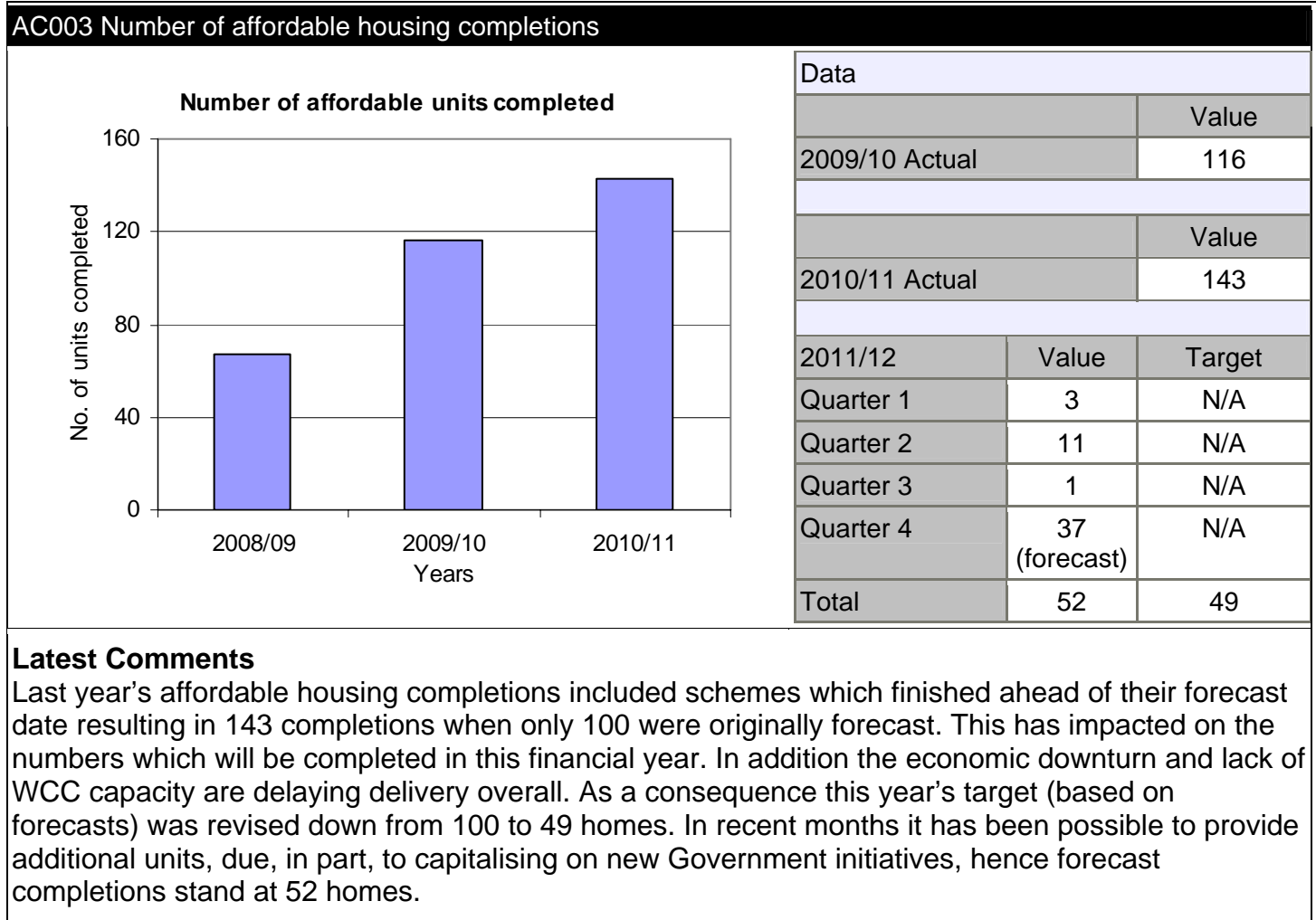
Update on Priority Actions for each Active Communities Outcome theme:

Change Plan Theme	Action status	Action or Project Title – latest update
Theme 1		Resolve accommodation issues for key voluntary organisations based in Winchester - All licensees of the Winchester Centre (68, St Georges Street) have now found new accommodation with the exception of Winchester and District CAB which is remaining in the Winchester Centre for the time being while it completes its merger discussions with Bishops Waltham CAB. An office suite at the Council's City Offices has been adapted for use as a base for voluntary organisations. The new Colebrook Centre has now opened providing accommodation for Winchester Area Community Action, Age UK (Winchester) and Prospects. The new Centre can be accessed from its own entrance via the Colebrook Street Car Park.
Theme 2		Housing enablement programme - Complete 100 affordable housing units - Last year's affordable housing completions included some schemes which finished ahead of their forecast date resulting in 143 completions when only 100 were originally forecast. This has had an impact on the numbers which will be completed in this financial year. In addition the economic downturn and lack of WCC capacity are delaying delivery overall. As a consequence this year's forecast has now been revised down from 100 to 49 homes as previously reported. By December 2011 15 of these homes had been completed.
Theme 3		Complete and implement review of Safeguarding Policy - The updated Policy was approved by Cabinet on 14 September (CAB2223 , 14 September 2011, refers) and training will be delivered once the Assistant Director (Active Communities) returns to work full-time.
Theme 4		Further development of Neighbourhood Warden Team - Meetings have been taking place with other services that could potentially become part of a pilot first response team across the District and a report setting out options is scheduled for February 2012.
Theme 5		Prepare for transfer of public health remit to local government - the new Health and Wellbeing Partnership Board for the Winchester District has met twice, having been established last September, with GP engagement through the clinical commissioning group for the West of Hampshire. The Government has just published its Public Health Outcomes Framework which focuses on two outcomes (increased healthy life expectancy, and reduced differences in life expectancy and health life expectancy between communities), and the Board will now be drawing up a local action plan to respond to this Framework as well as to priorities identified through the Joint Strategic Needs Assessment carried out by HCC and the PCT.

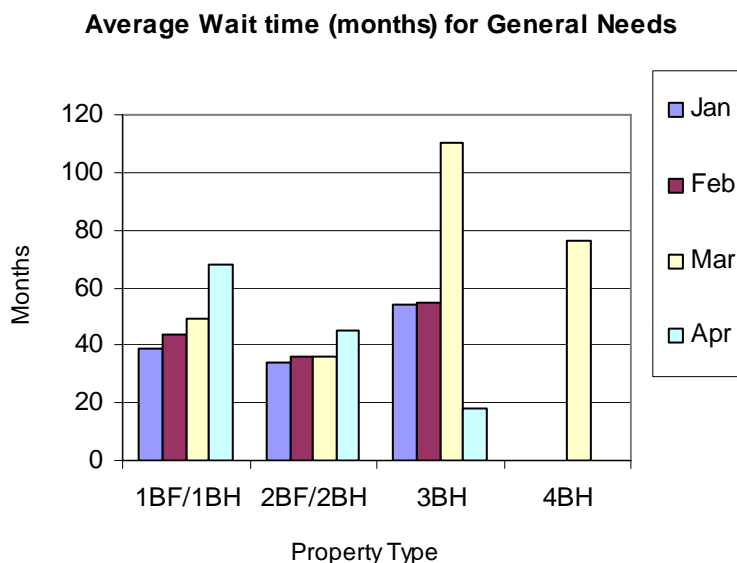
Exceptions Report: Update on Actions with either a Red or Amber status by theme:		
Change Plan Theme	Action status	Action or Project Title – latest update
Theme 2		Strategic Allocation Statement Progressing on a Hampshire wide basis with a view to create a common statement (coordinated by Strategic Housing Officers Group). Statement in place by 31 March 2012.
Theme 4		Explore the sharing of partnership arrangements with other districts This action relates to discussions with East Hants around shared Community Safety Partnership working. East Hants are changing the way they run their Anti Social Behaviour (ASB) panels and Community Tasking and Coordinating Group (CTCG) process, bringing them in line with what is already taking place in Winchester. Absence of Assistant Director (Active Communities) has delayed discussions but these have now resumed.

ACTIVE COMMUNITIES – Performance Indicators

This Appendix provides monitoring information for a number of performance indicators that contribute to measuring the progress the Council is making in achieving the Active Communities outcome.



AC004 Affordable Housing: Average wait time (months) for General Needs (Band 3)



Data

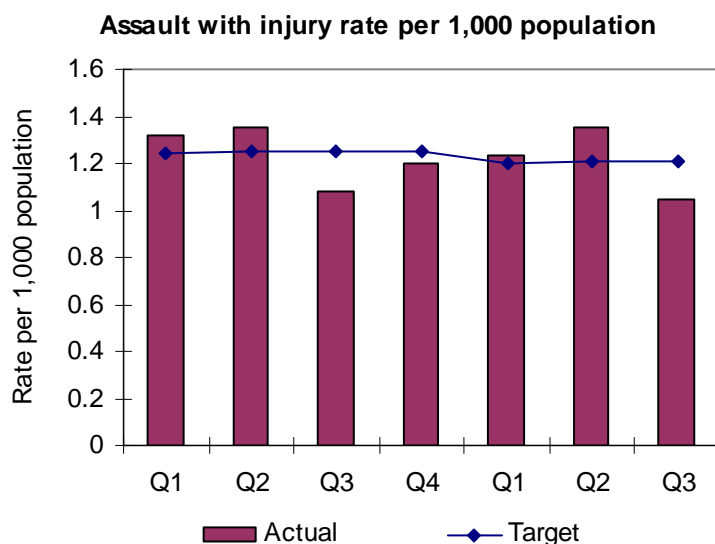
2011	1BF/1BH	2BF/2BH	3BH
January	39	34	54
February	44	36	55
March	49	36	110
April	68	45	18

1BF – 1 Bedroom Flat
 1BH – 1 Bedroom House
 2BF – 2 Bedroom Flat
 2BH – 2 Bedroom House
 3BH – 3 Bedroom House
 4BH – 4 Bedroom House

Latest Comments

The general trend with regard to waiting times for all types of property is increasing, there is an anomaly with respect to 3 bed house waiting times in April 2011 which can be explained by the very low sample number for this month and the fact that the property was an exception to normal lettings. The waiting list for properties continues to grow and now stands at 4400 households, a 70% increase since April 2009.

AC007 Assault with injury crime rate (offences per 1,000 population)

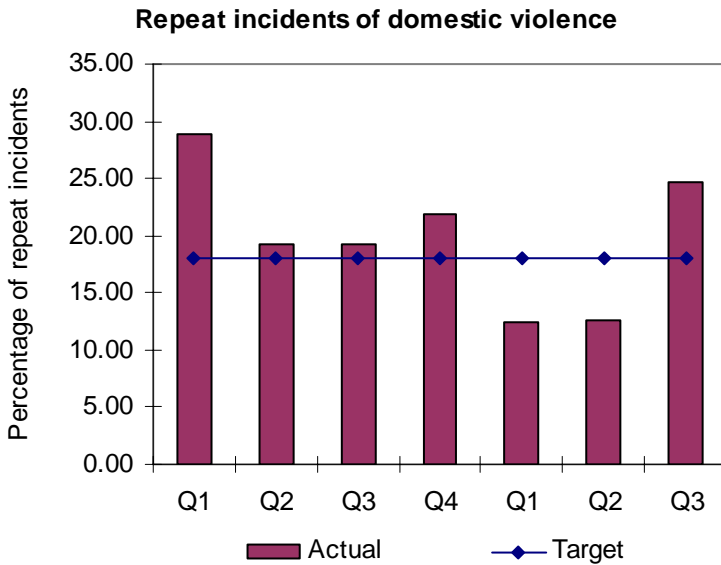


Data

	Value	
2009/10 Actual	5.15	
	Value	
2010/11 Actual	4.92	
2011/12	Value	Target
Quarter 1	1.23	1.20
Quarter 2	1.35	1.21
Quarter 3	1.05	1.21
Quarter 4	N/A	N/A

Latest Comments - The actual total figure for Q3 is 120 (target 139). Using the formula $120/114300 \times 1000 = 1.05$. The figures showed a 13.66% decrease in recorded incidents against the target. As a result the CSP is on track to achieve the year end target required if current levels are maintained. The target is $139/114300 \times 1000 = 1.21$. This is due in part to new partnership activity, and robust, high visibility policing (e.g. issuing Section 27 notices) as well as working more closely with Trading Standards on licensed premises checks.

AC008 Repeat incidents of domestic violence

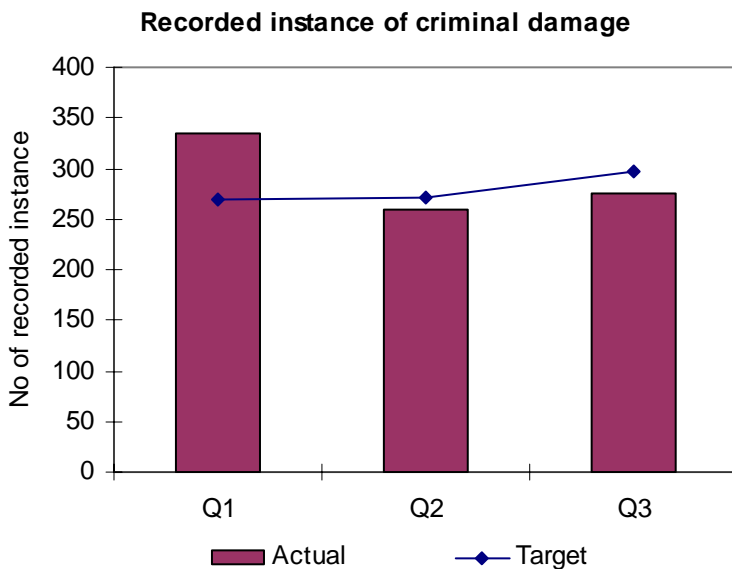


Data		
	Value	
2009/10 Actual	29.30%	
2010/11 Actual	21.90%	
	Value	
2011/12	Value	Target
Quarter 1	12.50%	18.00%
Quarter 2	12.60%	18.00%
Quarter 3	24.60%	18.00%
Quarter 4	N/A	18.00%

Latest Comments

The 2011/12 target set by WCSP is 18%. Quarter 3 recorded 24.6% in reported incidents of DV (19 repeat victims out of 77). This increase is in line with national figures with the traditional Christmas increase in reported incidents, although this did not feature in Winchester's 2010/11 figures. Whilst we are not currently on target, if the trend returns to those shown in quarter 1 & 2 we may still achieve the annual target.

AC009 Number of recorded instances of criminal damage



Data		
	Value	
2009/10 Actual	N/A	
2010/11 Actual	N/A	
	Value	
2011/12	Value	Target
Quarter 1	334.00	269.29
Quarter 2	259.00	272.25
Quarter 3	276.00	298.00
Quarter 4	N/A	N/A

Latest Comments

The criminal damage figure for Q3 is 276 (target fig 298), showing a 7.38% decrease in recorded incidents against the target. This means that the CSP is currently on track to achieve the Police reduction target of 3% based on a 3 year average (total 1062.12). Whilst there have been no specific new initiatives, this can in part be attributed to the effective tracking of known offenders, and quick action on nuisances such as graffiti.

Progress against Change Plans – Efficient and Effective Council

Monitoring Report – January 2012

Introduction

This Appendix provides details of the progress that has been made since April 2011 against the actions in the detailed Efficient and Effective Council Change Plan. Each of these actions has been aligned to one of the relevant themes that are in place to achieve the Efficient and Effective outcome.

Table 2 (below) sets out the four themes of the Change Plan and the status of the relevant actions that contribute to each of the themes. The status is shown by icons which are explained in the key below (Table 1). The numbers in the columns headed “No. of actions” are the total number of actions by ‘status’ (for example, the number of actions where progress is overdue).

Within each of the seven themes, a narrative is provided on progress against each of the designated priority actions approved by Full Council for 2011/12.

Table 4 provides details and an explanation of those actions that are approaching their due date, not yet complete and past their due date, not started or overdue.

Key to Status Icons

The table below provides a key to the status icons used in Table 2.

Table 1





















Action Status	
	Action Completed
	Action In Progress within due date
	Check Progress – action approaching due date or associated milestone not yet complete and passed due date; Action Not Started
	Overdue – Due date passed before action completed




Table 2

Efficient and Effective Council Outcome								
What do we want to achieve? Driven by the Council’s corporate change programme, <i>Transforming Winchester</i> , the Efficient and Effective Council Change Plan includes a number of activities, projects and programmes designed to make the Council more efficient at delivering services whilst maintaining high quality and good customer service.								
	Status	No. of actions	Status	No. of actions	Status	No. of actions	Status	No. of actions
Theme 1 – Changing our corporate culture: collective commitments to change		0		1		0		0
Theme 2 – Put customers first. Listen, understand & respond to customer needs		1		0		0		0
Theme 3 – Collaborative solutions for service delivery		1		2		0		0
Theme 4 – Flexibility in deploying staff		1		1		0		0

	Status	No. of actions	Status	No. of actions	Status	No. of actions	Status	No. of actions
Theme 5 – Improving service and financial planning		1		3		0		0
Theme 6 – Modernising communications		0		1		1		0
Theme 7 - Making best use of resources		1		4		0		0


Update on Priority Actions for each Efficient and Effective Council theme:

Change Plan Theme	Action status	Action or Project Title – latest update
Theme 1		Develop corporate commitments to behavioural change – New indicators have been developed using the Best Places to Work annual survey which the Council undertakes. These are set out below, and show a baseline from which we will seek to improve. Officers on the Aspire leadership course have developed a Staff Forum to improve communication with the Council's senior management and to foster new ideas and innovative ways of working suggested by all levels in the organisation.
Theme 2		Customer Service Excellence Standard accreditation project – The City Council has now corporately secured Customer Service Excellence for the whole organisation. Work will continue into 2012/13 to address areas for improved identified during the accreditation process.
Theme 3		Collaborative solutions for service delivery – In December, the Leaders of Winchester CC, Test Valley BC, East Hampshire DC and Havant BC agreed not to further pursue shared Regulatory Services and any further formal shared service in Strategic Housing as the financial savings were not enough to justify the upfront costs and staff time needed to move to this way of working. However, they did agree to continue partnership working where possible and to continue to review the potential for shared working when opportunities arose. The following aspects of HR are being reviewed for joint service provision: <ul style="list-style-type: none"> • Occupational Health –Final selection for contract award in December 2011/January 2012. Implementation commencing January/February 2012 and WCC phase 1 for completion by June 2012. • Recruitment – The original contract has been extended for another 12 months at a reduced price. This decision reflects the change in priority linked to the reduced recruitment activity in all organisations and the ability to drive costs down further. • Learning and Development Services - An action plan is currently being developed by the L&D partnership group.
Theme 4		Flexibility in deploying staff – The 1Team programme is still running successfully as the first port of call to resource a service when a vacancy arises, delivering service continuity, balancing Member priorities and providing opportunities to develop a flexible workforce.

Change Plan Theme	Action status	Action or Project Title – latest update
Theme 5		<p>Improving Service and Financial Planning - An Informal Scrutiny Group (ISG) is currently looking at the Council's approach to commissioning and what it is doing to support the voluntary and community sector, looking at the following issues:</p> <ul style="list-style-type: none"> • How much progress has the Council made so far in becoming a commissioning organisation, and with what success? • Is the voluntary sector of the Winchester District prepared and able to take up the challenge of the commissioning approach? • How does the commissioning approach support delivery of the economic prosperity outcome of the Community Strategy?
Theme 6		<p>Review of corporate website - The new website is still on track to be launched at the end of March, however transfer of the current website's content has been slightly delayed. An Informal Scrutiny Group has started to look at how applications made to the City Council (including licensing and planning) are displayed and made accessible on the website. The group is also looking at how the Council can take advantage of new social media to enable people who want to and are able to use these tools to engage with us.</p>
Theme 7		<p>Review of Asset Management Plan and Capital Programme - Cabinet agreed to adopt the updated Asset Management Plan on 7 December, and to the Asset Management ISG's recommendations, agreeing that a that an annual report be submitted to The Overview and Scrutiny Committee detailing progress toward the delivery of the objectives set out in the Asset Management Plan. The Capital Programme was approved by the Cabinet in January and will be reflected in the budget to be approved by the Council in February.</p>

Exceptions: Update on Actions with either a Red or Amber status:

Table 4

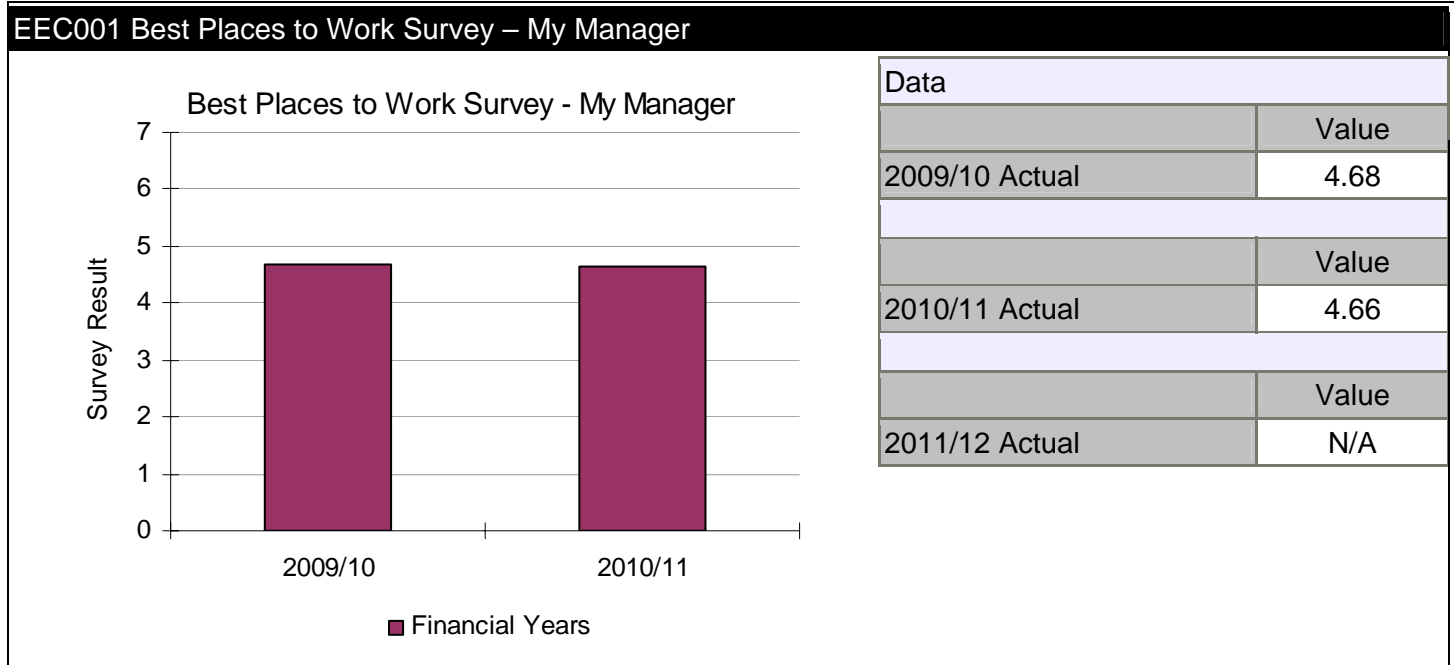
Theme 6		<p>Review of Corporate Website – The new website is still on track to be launched at the end of March; however transfer of the current website's content has been slightly delayed. An informal scrutiny group has started to look at how applications made to the City Council (including licensing and planning) are displayed and made accessible on the website. The group is also looking at how the Council can take advantage of new social media to enable people who want to and are able to use these tools to engage with us.</p>
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EFFICIENT AND EFFECTIVE COUNCIL – Performance Indicators

This Appendix provides monitoring information for a number of performance indicators that help to measure the progress the Council is making in delivering the Efficient and Effective Council outcome.

The two indicators below are taken from the Sunday Times 'Best Places to Work' survey. This is a staff survey, undertaken on our behalf each year and looks at eight areas key to staff satisfaction and engagement. The two areas below, 'My Manager' and 'Leadership' will be used to gauge the efficacy of our transformation programme as it relates to staff opinion on how the organisation is managed. NB. In this context, Leadership refers to the Chief Executive and Corporate Management Team.

The score for 11/12 will be available soon and reported back The Overview and Scrutiny Committee as part of the next Efficient and Effective Council Change Plan performance monitoring.



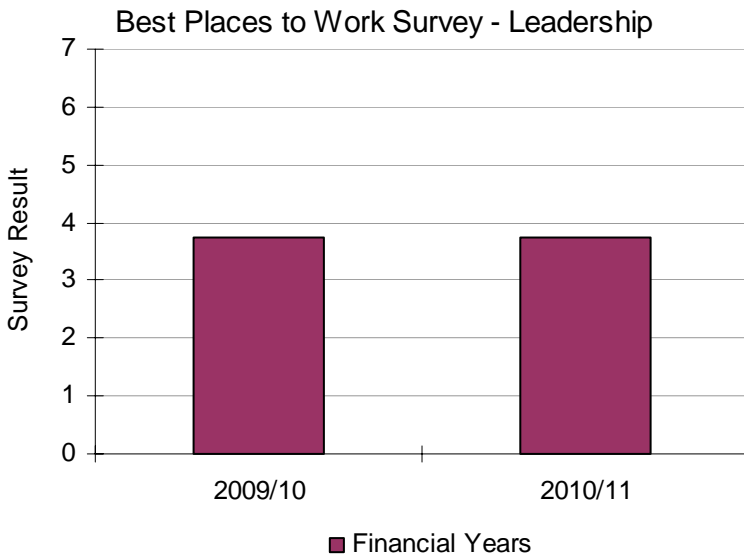
Latest Comments

This score is an average of the results from the following questions asked under the theme 'My Manager':

- My manager motivates me to give the best every day,
- My manager does a lot of telling but not much listening,
- My manager cares about how satisfied I am in this job,
- My manager helps me to fulfil my potential,
- I have confidence in the leadership skills of my manger,
- My manager cares about me as an individual,
- My manager is an excellent role model for me,
- I feel my manager talks openly and honestly with me,
- My manager shares important knowledge and information with me,
- I feel that I lack support from my manager,
- My manager regularly expresses his/her appreciation when I do a good job.

A score above 4 is considered to be positive. Where a statement is phrased negatively, this is factored into the score, and the result reversed.

EEC002 Best Places to Work Survey – Leadership



Data	
	Value
2009/10 Actual	3.75
	Value
2010/11 Actual	3.75
	Value
2011/12 Actual	N/A

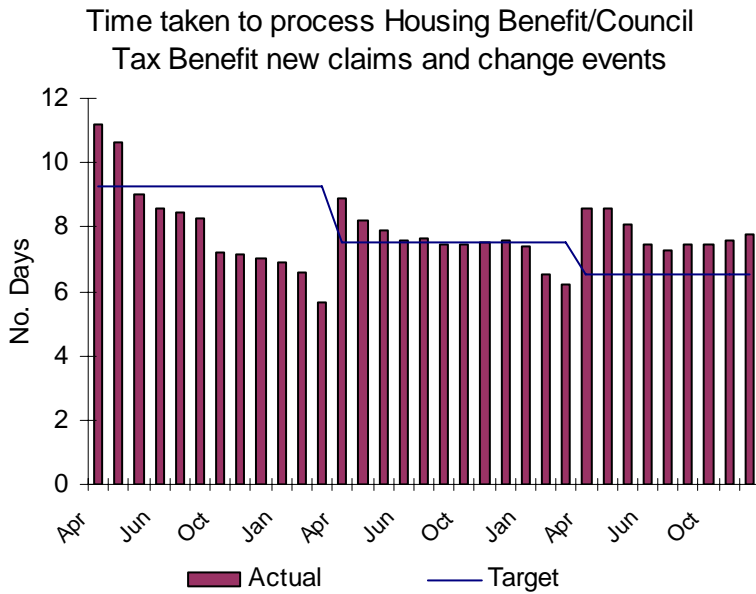
Latest Comments

This score is an average of the results from the following questions asked under the theme 'Leadership':

- I have a great deal of faith in the person leading this organisation,
- I am inspired by the person leading this organisation,
- I am excited about where this organisation is going,
- This organisation is run on strong values/principles,
- The leader of this organisation run this organisation based on sound moral principles,
- I have confidence in the leadership skills of senior management team,
- Senior managers truly live the values of this organisation,
- Senior managers of this organisation do a lot of telling but not much listening.

A score above 4 is considered to be positive. Where a statement is phrased negatively, this is factored into the score, and the result reversed.

EEC003 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

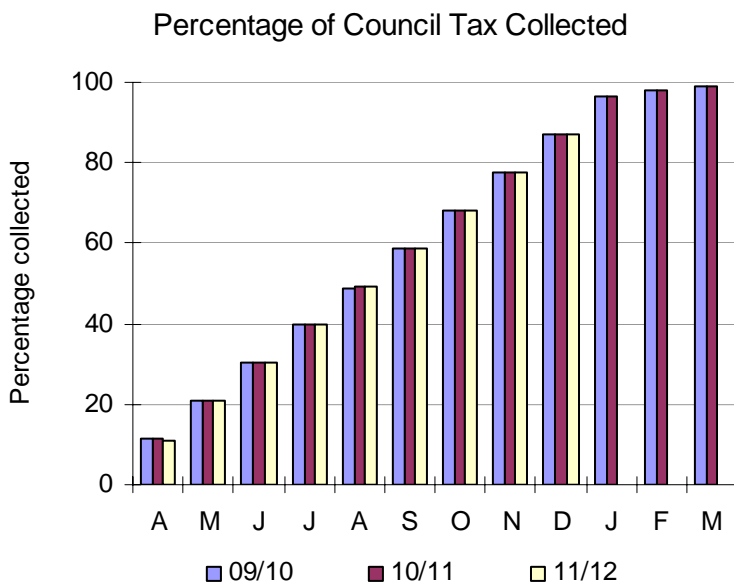


Data		
	2010/11	2011/12
	No. Days	No. Days
April	8.89	8.60
May	8.19	8.57
June	7.91	8.10
July	7.61	7.48
August	7.62	7.28
September	7.45	7.44
October	7.48	7.47
November	7.50	7.61
December	7.59	7.76

Latest Comments

Performance is comparable to this time last year and remains good at only 1 day over target (6.50 days). Both caseload and workload have continued to increase. In hindsight the target for this year was too challenging and it will be reviewed for next year.

EEC004 Percentage of Council Tax Collected

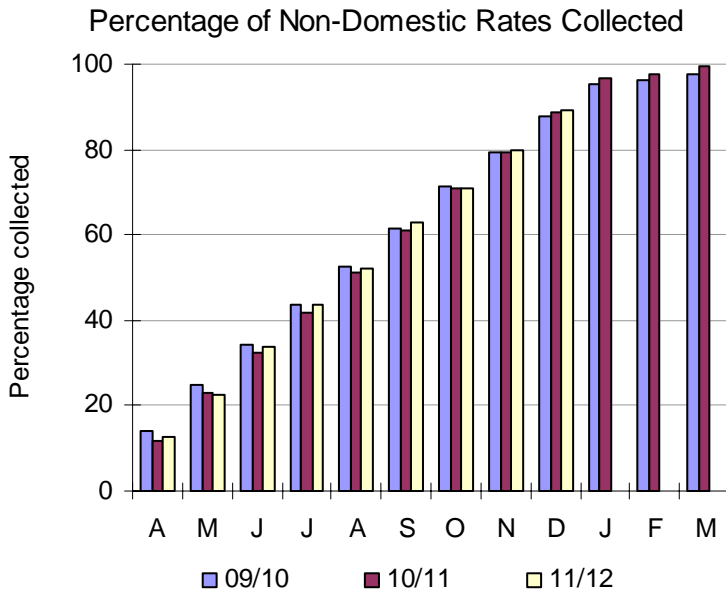


Data		
	2010/11	2011/12
	%	%
April	11.29	11.14
May	20.83	20.97
June	30.39	30.48
July	39.73	39.67
August	49.11	49.07
September	58.62	58.79
October	68.04	68.02
November	77.68	77.62
December	87.23	87.16

Latest Comments

Collection rates for the current year are slightly behind target (87.30%) as at the end of December

EEC005 Percentage of Non-Domestic Rates Collected

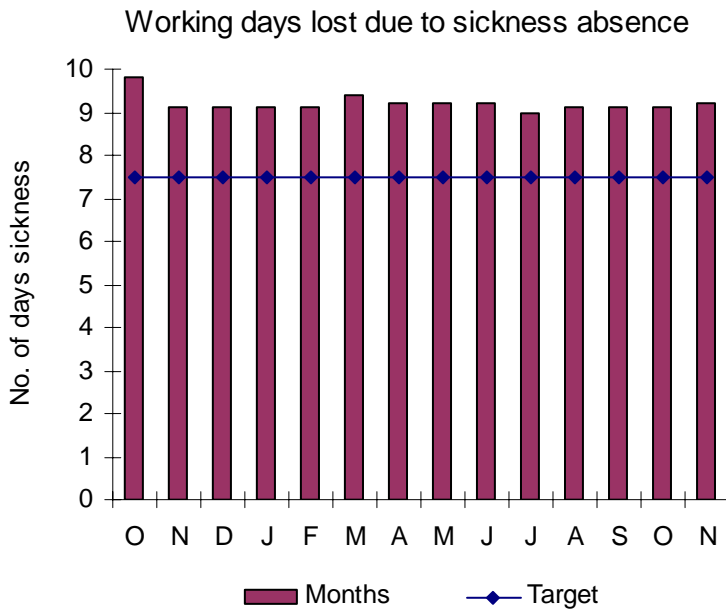


Data		
	2010/11	2011/12
	%	%
April	11.75	12.58
May	22.86	22.60
June	32.28	33.87
July	41.98	43.49
August	50.96	51.99
September	60.98	62.81
October	70.90	70.77
November	79.33	79.81
December	88.79	88.98

Latest Comments

Collection rate for the current year is slightly ahead of the target (88.80%) as at the end of December.

EEC006 Working Days lost due to sickness absence

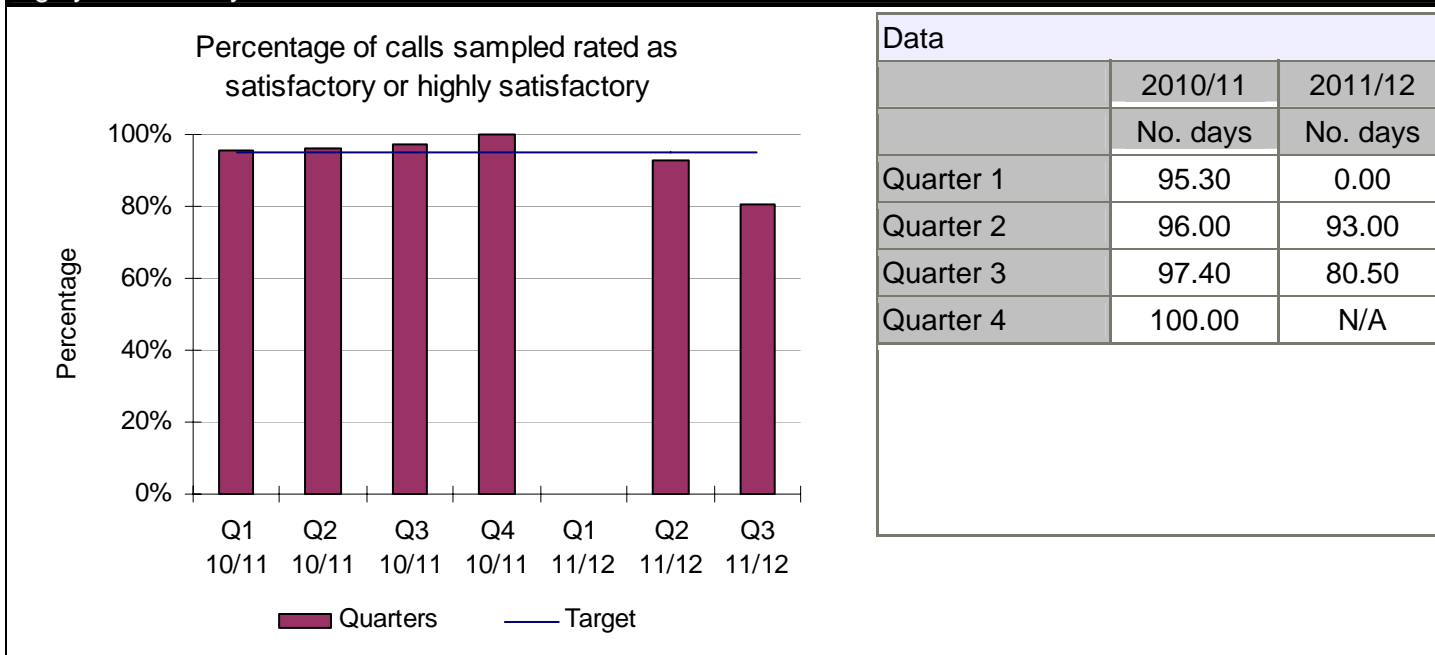


Data		
	2010/11	2011/12
	No. days	No. days
April	N/A	9.2
May	N/A	9.2
June	N/A	9.2
July	N/A	9.0
August	N/A	9.1
September	N/A	9.1
October	9.8	9.1
November	9.1	9.2
December	9.1	N/A

Latest Comments

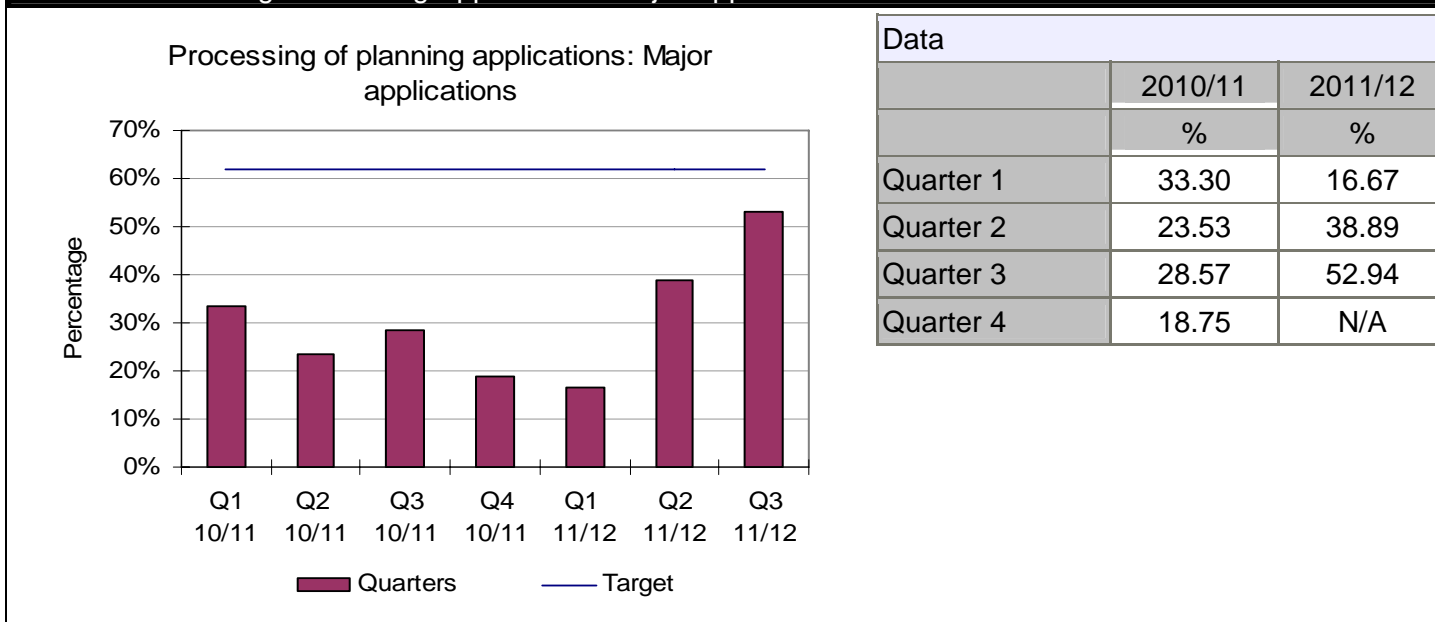
Further work being undertaken by HR and relevant managers to reduce the sickness and absence figures wherever possible.

EEC007 Customer Satisfaction: Percentage of calls to Customer Service Centre sampled as satisfactory or highly satisfactory



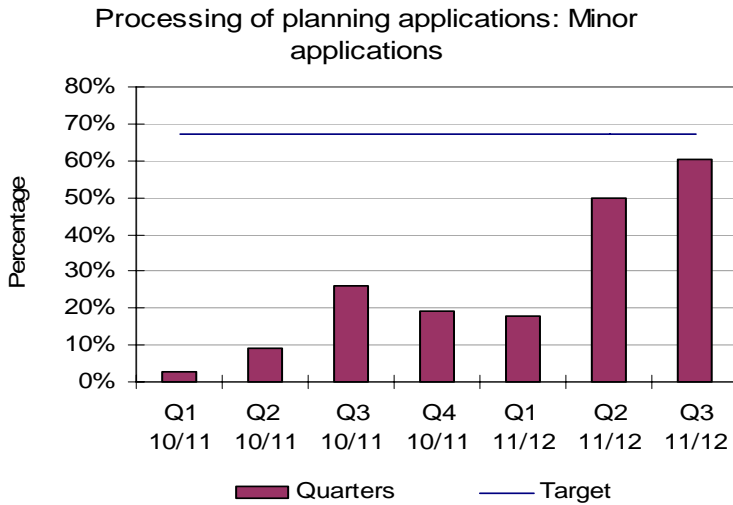
Latest Comments - The drop in overall customer satisfaction to 80% reflects the teething problems surrounding the introduction of changes to waste and recycling rounds, in particular missed bins for waste customers and the corresponding impact on non waste customers contacting the Council as a result of increased call volumes and long wait times experienced as a result of the increase.

EEC008 Processing of Planning Applications: Major Applications



Latest Comments - Planning performance had been well below target levels in all 3 categories (major/minor/other) for a number of months stretching back to 10/11 mainly because a substantial backlog of applications awaiting validation had been built up which was the result of increasing workloads. This meant that once applications had been publicised for the statutory period it was virtually impossible for decisions to be made within target dates. In July 2011 the Head of Planning Management put in place a Planning Performance Improvement Plan to address the problem. Since the introduction of the plan performance has improved substantially over Q2 and Q3 and it is envisaged that this upward trend will continue.

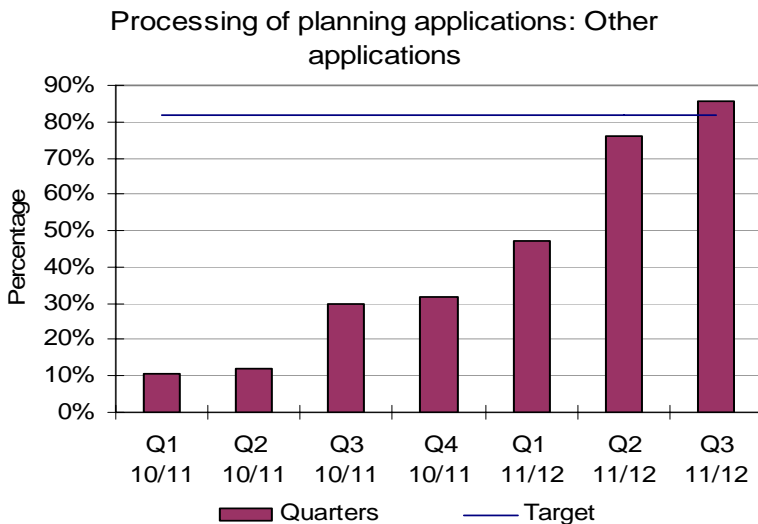
EEC009 Processing of Planning Applications: Minor Applications



Data		
	2010/11	2011/12
	%	%
Quarter 1	2.63	17.82
Quarter 2	9.18	50.00
Quarter 3	26.21	60.48
Quarter 4	19.15	N/A

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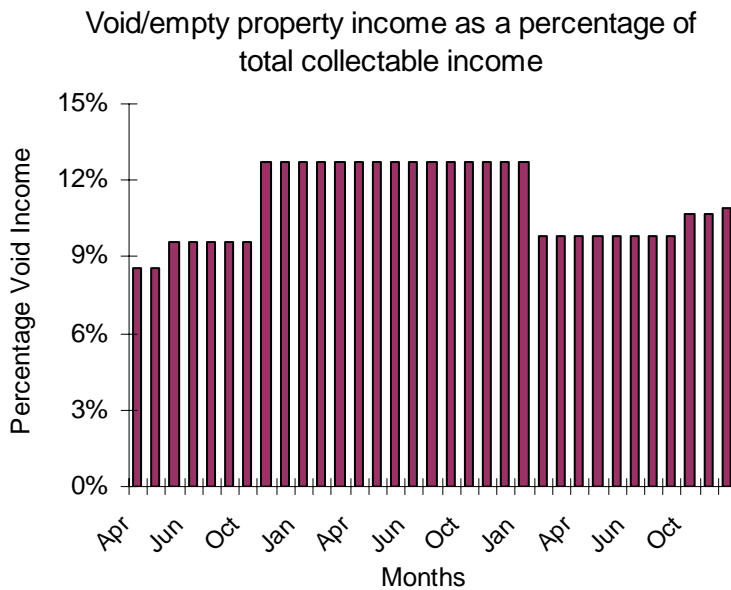
EEC010 Processing of Planning Applications: Other Applications



Data		
	2010/11	2011/12
	%	%
Quarter 1	10.77	46.98
Quarter 2	12.07	76.12
Quarter 3	29.70	85.44
Quarter 4	31.61	N/A

Latest Comments- Planning performance had been well below target levels in all 3 categories (major/minor/other) for a number of months stretching back to 10/11 mainly because a substantial backlog of applications awaiting validation had been built up which was the result of increasing workloads. This meant that once applications had been publicised for the statutory period it was virtually impossible for decisions to be made within target dates. In July 2011 the Head of Planning Management put in place a Planning Performance Improvement Plan to address the problem. Since the introduction of the plan performance has improved substantially over Q2 and Q3 and it is envisaged that this upward trend will continue.

EEC011 GF Property: Void/empty property income as a percentage of total collectable rental income



Data		
	2010/11	2011/12
	%	%
April	12.73	9.83
May	12.73	9.83
June	12.73	9.83
July	12.73	9.83
August	12.73	9.83
September	12.73	9.83
October	12.73	10.71
November	12.73	10.71
December	12.73	10.92

Latest Comments

The principal vacant properties are Avalon House and Abbey Mill. Both properties are being marketed and an approach has recently been received from a prospective tenant to take a lease of Avalon House; however this is unlikely to materialise until January 2013. Discussions are proceeding on the basis of a building agreement being entered into at the end of June with refurbishment works being progressed over the following six months.

Abbey Mill has been advertised nationally and negotiations are currently proceeding with four parties. The building requires substantial works of refurbishment for the proposed uses and a report will be submitted to Cabinet for authority to proceed in due course. Until these two lettings have been secured, it will not be possible to reduce the percentage of void property income.

As at 31 December 2011 the following properties were void:

- Avalon House,
- 27 East Gate Street,
- Abbey Mill;
- Bank House, Bishops Waltham,
- Bishops Waltham Depot.

The total estimated rental value for current void properties is £262,100.

If ex-corporate sites were omitted from the calculation, the void property income as a percentage of total collectable income would be 1.34%


Community Safety Action Plan 2011/12


Quarter 3 - 2011/12 Monitoring Report
Generated on 26 January 2012



The status update for this quarter reflects the performance of the Community Safety Partnership in relation to the delivery of the relevant performance indicators. The update has been compiled using Hampshire Constabulary performance data as opposed to the Government IQuanta statistics. More detailed information on the progress against the actions included in the Community Safety Partnership Action Plan can be found on the WDSP website and by clicking on this [link](#) or visiting the website (<http://www.wdsp/communitysafety>).

Action	Expected Outcome	Action Milestones	Milestone Due Date	Milestone Completed	Comments	Status Icon	Action Progress	Action Due Date
Reducing violence with Injury with a focus on the Night Time Economy (NTE) and Domestic Violence (DV)	1. Reduce the number of reported violent crimes and improve the detection rate for offences	Number of test purchase failures in licensed premises for quarter 3.	31-Dec-2011	Yes	There were 5 failures, 3 passed on second visit and two remain outstanding awaiting the second visit.		81 %	30-Mar-2012
	2. Improved awareness and confidence in reporting incidence of violence 3. A greater accountability and awareness of the responsibilities required of licensed premise holders in the	The number of arrests against the number of detections obtained in quarter 3 in relation to the night time economy and domestic violence.	31-Dec-2011	Yes	The number of arrests related to the Night-Time Economy (NTE) and Domestic Violence is as follows: NTE = 25 DV = 51 The number of detections in relation to DV is as follows: DV = 76% NTE = 56%			

Action	Expected Outcome	Action Milestones	Milestone Due Date	Milestone Completed	Comments	Status Icon	Action Progress	Action Due Date
	community	The number of referrals to support services in quarter 3.	31-Dec-2011	Yes	The number of referrals within quarter 3 to RASAC and Freedom Programme are as follows: RASAC = 11 Freedom Programme = 11			
Reduce Adult Re-offending and the number of First Time Entrants to the Youth Justice System (YJS).	<ol style="list-style-type: none"> 1. A reduction in the number of repeat offenders. 2. Initiatives will be in place that will indicate the effectiveness of the PPO scheme in relation to the PPO cohort. 3. Support the Integrated Offender Management process ready for launch in April. 4. A reduction in the number of FTE to the YJS system using 2009/10 as a baseline. 	The number of first time entrants to the youth justice system in quarter 3.	31-Dec-2011	Yes	In quarter 3 there were 16 first time entrants at the first count (official confirmation of the figure for quarter 3 will be available in April - the 2nd count for the previous quarter is always confirmed in the next quarter e.g. Q2 will be confirmed in Q3).		84 %	30-Mar-2012
		The number of offenders out of prison who are currently subject to integrated offender management in quarter 3.	31-Dec-2011	Yes	In quarter 3 Hampshire Probation Trust dealt with a total of 301 clients who were on statutory orders (based on a 12 month rolling period - Dec 2010 to Dec 2011).			

Action	Expected Outcome	Action Milestones	Milestone Due Date	Milestone Completed	Comments	Status Icon	Action Progress	Action Due Date
	5. Intervention will be in place which demonstrates a direct link to intervention activity and the reduction targets for FTE to the YJS.				In the same period the CLIC project officer worked with 3 non statutory IOM clients and 1 who was still on license. The Society of St James (SSJ) worked with 6 IOM clients.			
		The number of young people on orders in quarter 3.	31-Dec-2011	Yes	There were 36 young people starting orders in Q3.			
Anti Social Behaviour (ASB) with a focus on rowdy and nuisance behaviour.	A reduction in reported incidents of anti social behaviour, rowdy and nuisance behaviour and environmental crime within the Winchester District.	The amount of graffiti removed by the Neighbourhood Wardens (NHW) for quarter 3.	31-Dec-2011	Yes	WCC Neighbourhood Wardens responded to and removed 84 occurrences of graffiti in quarter 3. This shows a reduction of 50% from the previous quarter.		78 %	30-Mar-2012
		The number of civil injunctions (local government) gained in quarter 3.	31-Dec-2011	Yes	There were no civil injunctions applied for in Quarter 3.			



Action	Expected Outcome	Action Milestones	Milestone Due Date	Milestone Completed	Comments	Status Icon	Action Progress	Action Due Date
		The number of recorded incidents of ASB in the 3 categories (personal, environmental and nuisance) for quarter 3.	31-Dec-2011	Yes	The number of recorded incidents of ASB in quarter 3 is as follows: ASB Environmental ¹ = 76 ASB Nuisance ² = 539 ASB Personal ³ = 317 Overall there has been a reduction of 15% in this quarter.			


¹ **ASB Environmental categories** deal with the interface between people and places. It includes incidents where individuals and groups have an impact on their surroundings including natural, built and social environments

² **ASB Nuisance categories** capture those incidents where an act, condition, thing or person causes trouble, annoyance, inconvenience, offence or suffering to the local community in general rather than to individual victims.

³ **ASB Personal categories** are: ASB incidents that the caller, call-handler or anyone else perceives as either deliberately targeted at an individual or group or having an impact on an individual or group rather than the community at large.

COMMUNITY SAFETY PARTNERSHIP – PERFORMANCE INDICATORS

PI	Description	2010/11 Value	2011/12					Status	Comments
			Q1	Q2	Q3	Q4	Target		
LPI/CSP001	Criminal Damage (ASB Category change)	N/A	334	259	276	N/A	1062.00		The criminal damage figure for Q3 is 276 (target fig 298), showing a 7.38% decrease in reported incidents against the target. This means that the CSP is currently on track to achieve the police reduction target of 3% which is based on a 3 year average (total 1062.12).
LPI/CSP002	ASB Personal	N/A	333	289	317	N/A	Base year	N/A	In Q3 the CSP recorded a total of 317 reported incidents, showing an increase of 9.68% compared to Q2 2011/12.
LPI/CSP003	ASB Nuisance	N/A	615	659	539	N/A	Base year	N/A	In Q3 the CSP recorded a total of 539 reported incidents, showing a reduction of 18.20% compared to Q2 2011/12.
LPI/CSP004	ASB Environment	N/A	147	153	76	N/A	Base year	N/A	In Q3 the CSP recorded a total of 76 reported incidents, showing a reduction of 50.32% compared to Q2 2011/12.
NI 20	Assault with injury crime rate	4.96	1.23	1.35	1.05	N/A	4.77		The actual total figure for Q3 is 120 (target 139). Using the formula $120/114300 \times 1000 = 1.05$. The figures show a 13.66% decrease in recorded incidents against the target (The target is $139/114300 \times 1000 = 1.21$). As a result the CSP is on track to achieve the year end target required if current levels are maintained.

PI	Description	2010/11 Value	2011/12					Status	Comments
			Q1	Q2	Q3	Q4	Target		
NI 32	Repeat incidents of domestic violence	21.9%	12.5%	12.6%	24.6%	N/A	18.0%		The 2011/12 target set by WCSP is 18%. Quarter 3 recorded 24.6% in reported incidents of DV (19 repeat victims out of 77). Whilst we are not currently on target, if the trend returns to those shown in quarters 1 & 2 the CSP may still achieve the annual target
NI 111	First time entrants to the Youth Justice System aged 10-17	523.73	N/A	N/A	N/A	N/A	507.36	N/A	Data received annually and will be available after 31 March 2012.