

Appendix: End of Year Review 2017/18

Sustainable Economic Growth

Key Performance Indicator	High/Low/Neutral	End of Year	End of Year
Number of empty properties brought back into use	High is Good	60	76
Percentage of minor planning applications determined within 8 weeks or agreed time	High is Good	70%	99.1%
Percentage of other planning applications determined within 8 weeks or agreed time	High is Good	70%	98.82%
Percentage of major planning applications determined within 8 weeks or agreed time	High is Good	60%	100%

Snapshot of our Services

- Attracted total audiences of over 80,000 to Light Up Lancaster and the Vintage by the Sea
- Encouraged economic growth by investing in business support services such as Boost Business Lancashire
- Secured over £200,000 external funding for the arts and events, working with our partners to enhance quality of life and attract visitors to the district
- Encouraged growth of our visitor economy by managing over 110,000 enquiries at our Visitor Information Centres
- Attracted audiences of over 29,000 to live performances and events at the Platform
- Encouraged economic growth by investing in business support services such as Boost Business Lancashire
- Administered over 1400 planning applications, performing best in Lancashire and within the top 25 in England for speed of determination

Our Achievements in 2017/18

- Worked with partners to deliver award winning festivals such as Vintage by the Sea, Light Up Lancaster and Catch the Wind
- Developed the Light Up the North family of light festivals, working as a key partner to raise the profile of the North of England to national and international visitors
- Completed the first and second phases of the iconic £10m Morecambe Wave Reflection Wall
- Revised our approach to developing the Canal Corridor site, now known as the Canal Quarter
- Progressed our plans for the Bailrigg Garden Village
- Submitted our Local Development Plan for inspection, following extensive public consultation
- Published the district's new Property Guide for businesses
- Made the significant decision to bring our museums back in house so that they can play a major part in the cultural offer of the district
- Developed well-received destination websites for Lancaster and for Morecambe Bay
- Supported and participated in the North Lancashire Expo, to promote the area for investment

Clean and Green Places

Key Performance Indicator	High/Low/Neutral	End of Year	End of Year
Number of fly tipping reports actioned within 5 days	High is Good	500	1,220
Number of fly tipping enforcement notices issued	High is Good	778	782
Percentage of household waste recycled	High is Good	45%	35.6%
Kilogrammes of residual waste per household	Low is Good	348.68	334.58
Total number of subscriptions to the Garden Waste Scheme	High is Good	30000	23,967
Total Diesel Consumption of Council Vehicle Fleet (Litres)	Low is Good	486,912	484,805.50
Cost/M2 spent on energy across corporate buildings	Low is Good		£16.31
Amount of energy usage in council buildings (Gas/KWH)	Low is Good		5,591,719
Amount of energy usage in council buildings (Electricity/KWH)	Low is Good		2,754,790
Public exposure to air pollution at roadside (µg/m3 - microgrammes of pollutant per metre cubed)	Low is Good	37.20	34.20
Public exposure to air pollution away from roads (µg/m3 - microgrammes of pollutant per metre cubed)	Low is Good	16.5	15.10
Number of parks achieving the 'Green Flag' award	High is Good	4	2
Number of volunteer groups supporting parks and open spaces	High is Good		41

Snapshot of our Services

- Worked with over 30 voluntary organisations to support 663 areas of public open space
- Over 3,800,000 bins and boxes of household waste collected in a year
- Recycled 19,387 tons of household waste: 39% of all waste collected
- Delivered a waste and recycling service to 64,000 properties

Our Achievements in 2017-18

- To ensure our public spaces are even cleaner, we introduced new graffiti and gum cleaning equipment alongside a new working pattern so our operatives are cleaning seven days a week
- Invested our resources in tackling environmental crime, taking firm action against proven acts of deliberate littering and fly-tipping
- Begun exploring ways to reduce plastic and increase recycling through an informal task group
- Agreed to purchase electric vehicles and install charging points across the district
- Continued our programme of energy efficiency across our buildings and operations

- Agreed funding to explore feasibility of two solar farms
- Worked with Morecambe Town Council to achieve a North West in Bloom Gold award
- Won Green Flag awards for Williamson Park and Happy Mount Park, with improved satisfaction rates at each, and retained Green Heritage status for Williamson Park
- Achieved Seaside Awards for Morecambe's North and South Beaches
- Agreed to work in partnership with Lancaster University on research into tackling street weeds and developing Community Gardens

Health and Wellbeing

Key Performance Indicator	High/Low/Neutral	Target	End of Year
Number of people statutorily homeless	Low is Good	100	75
Number of Disabled Facilities Grants completed	High is Good	200	232
Number of properties where 'category 1' hazards have been eliminated	High is Good	100	112
Percentage of premises scoring 4 or higher on the food hygiene rating scheme	High is Good	90%	88.52%
Percentage of high-risk food hygiene inspections completed	High is Good	100%	100%
Total number of admissions to Salt Ayre Leisure Centre	High is Good	737,740	747,301
Time taken (days) to re-let Council houses	Low is Good	38	63.13

Snapshot of our Services

- Provided £269,800 funding to support vital voluntary and community services for our residents
- Improved 2143 homes, including 207 private tenant and 1936 owner-occupied properties
- 192 homes benefitted from our warm homes initiative
- Rehoused 442 applicants into our council houses
- Prevented 662 households becoming homeless
- Rehoused 622 people into permanent accommodation from the housing register
- 100% of high risk food inspections completed
- 751 food inspections and visits completed
- 112 high risk health and safety inspections completed (100%)
- Enabled the delivery of 134 new affordable homes in the district
- Undertook 2030 pest treatment and pest-proofing service requests
- Welcomed 747,301 visitors to Salt Ayre Leisure Centre

Our Achievements in 2017-18

- Completed the first phase of the transformation of Salt Ayre Leisure Centre to provide high-quality sports and leisure facilities for our residents, attracting nearly twice the number of visits from 382,220 admissions in 2016/17 to 747,301 admissions this year
- Won the Home Adaptations Service of the Year award for our work in helping vulnerable people remain in their homes

- Launched an Anti-Social Behaviour team to work together with our partners in tackling anti-social behaviour across the district
- Successfully handed three Community Pools over to community groups and schools to retain swimming facilities across the district
- Supported the resettlement of 10 refugee families in the district
- Implemented a root and branch review of our process for re-letting Council houses due to poor performance, halving the time taken to re-let Council houses from 63 days to 31 days
- Introduced extra support for our tenants, particularly those affected by the ongoing rollout of Universal Credit, through our Household Intervention officers
- Launched our commercial Pest Control service, Unbugged, carrying out thousands of interventions in households and businesses
- As a result of a detailed public consultation on Landlord Licensing to protect tenants, agreed to take a 'targeted enforcement' approach to landlords who fail to meet and maintain standards
- Established in partnership a Lancaster district Integrated Early Action team across a range of agencies and with community involvement to tackle issues at an early stage

Community Leadership

Key Performance Indicator	High/Low/Neutral	Target	End of Year
Percentage of gas safety checks completed in council houses	High is Good	100%	99.97%
Average number of days of sickness absence per full time employee	High is Good	7	6.05
Occupancy rates for all commercial properties (including estate shops)	High is Good	100%	96.50%
Average time taken to process new Housing Benefit and Tax claims (Days)	Low is Good	23	26.2
Percentage satisfaction with the repairs and maintenance service	High is Good	60%	76%
Percentage of council tax collected	High is Good	96.4%	96.10%
Number of followers on Lancaster City Council's Twitter Page	High is Good	9000	10250
Net Revenue from the council's commercial properties excluding council housing shops and Premises	High is Good		£632,700

Snapshot of our Services

- Answered over 1900 phone calls per week from our customers
- Administered almost 17,000 claims for Housing Benefit and Council Tax Support
- Named and numbered 541 properties

Our Achievements in 2017-18

- Generated total savings of £104,000 and income of £10.3m through focusing on efficiency and commercialisation to protect our neighbourhood services
- Set a balanced budget for 2018-19, with funding for short-term projects to save money or generate income, and longer-term capacity-building to deliver transformation and innovation in the coming years

- Developed Ambitions: Our Council Plan 2018-22, including drop-in consultation sessions for residents, businesses and our partners, with a vision for the Lancaster district to thrive as a vibrant regional centre in the north-west of England
- Won the iNetwork Innovation award for Connected Procurement and Commissioning for our transformational Salt Ayre Leisure Centre redevelopment project
- Appointed 6 new apprentices and enabled 8 existing staff to gain new qualifications via the Apprenticeship Levy
- Achieved Investors in People re-accreditation for our approach to people management
- Significantly increased our focus on using social media e.g. Facebook and Twitter to engage with our residents and visitors: promoting events and services in the district and raising awareness on local issues
- Attracted 500995 visitors to our website with a total of 3.05m views, representing an increase of 15% and 11% respectively
- Introduced a new CCTV system to protect the public and reduce litter and vandalism, working in partnership Lancaster and Morecambe Business Improvement Districts (BID), the Chamber of Commerce and the police
- Begun working with local partners on a bid for a Local Full Fibre Network to deliver fast broadband for the district
- Started development of a new Customer Experience Platform to improve our communication and interactions with all our customers
- Continued to develop online self-service solutions for residents to access services directly in a flexible way
- Continued reviewing our procedure for dealing with complaints through a task group
- Launched the Community Governance Review in November 2017 to establish whether current arrangements for local democracy are still adequate or could be improved
- Reduced our staff sickness absence levels for the eighth year in a row to ensure our people are available to deliver our services; the third lowest absence level out of 38 councils in the North West