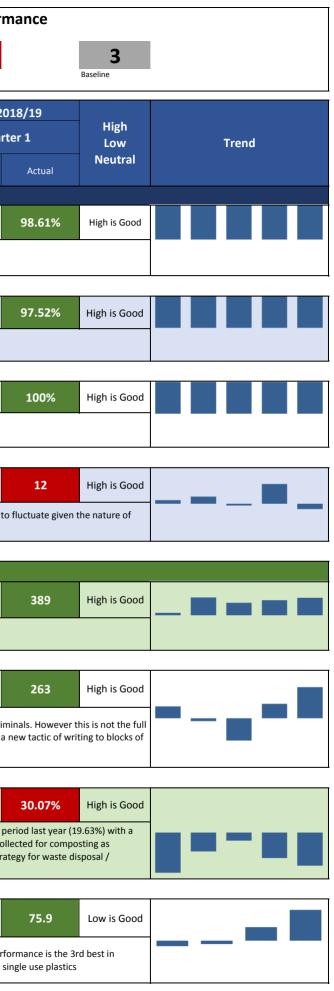
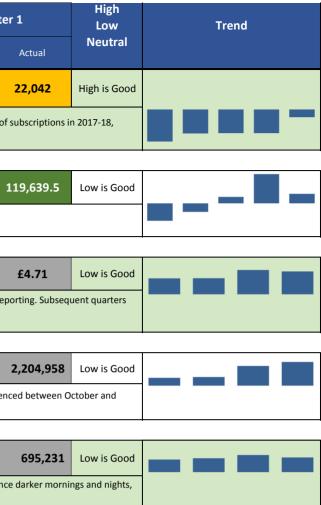
CITY	Lancaster C COUNCIL City, Coast & Countryside	-			ard			13 On or above Targe	et	4 Within 10% of Targe	uarter 1 - Ove	3 Below Target	
						Yea	r 2017/18					Year 2	
	Performance Information	Qua	arter 1	Qu	arter 2	Quarter 3		Quarter 4		End of Year 2017/18		Quarte	
eference Code	Indicator	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	
Thriving A1.1	g and Prosperous Economy Percentage of minor planning applications determined within 8 weeks or agreed time (Speed of Decision)	70%	100%	70%	98%	70%	98.41%	70%	100%	70%	99.1%	70%	
en: 98.6	1% of the 72 Minor applications that were determined in the Quarter wer	e determined w	ithin either the stat	utory timescale	or a mutually-agre	eed timescale wi	th the applicant.						
A1.2	Percentage of other planning applications determined within 8 weeks or agreed time (Speed of Decision)	70%	98.67%	70%	100%	70%	99.32%	70%	97.30%	70%	98.82%	70%	
en: 97.5	2% of the 181 Other applications that were determined in the Quarter we	ere determined v	within either the sta	tutory timescal	e or a mutually-agr	eed timescale w	ith the applicant.	•					
A1.3	Percentage of major planning applications determined within 13 weeks or agreed time (Speed of Decision)	60%	100%	60%	100%	60%	100%	60%	100%	60%	100%	60%	
en: All 1	0 major applications received during the Quarter were determined within	either the statu	utory time period or	within a mutua	ally-agreed time pe	riod with the ap	plicant.						
A1.4	Number of empty properties brought back into use	15	17	15	19	15	14	15	26	60	76	15	
l: 12 em work, a	pty homes were brought back into use with Council involvement in the firs s it will depend on home owners willingness to works with the Council and	st quarter. So of	the 239 properties	being monitore	ed this quarter 5% v	vere brought ba	ck into use with Co	uncil involveme	nt. The number of e				
: 12 em work, a: an, Gro	pty homes were brought back into use with Council involvement in the first	st quarter. So of	the 239 properties	being monitore	ed this quarter 5% v	vere brought ba	ck into use with Co	uncil involveme	nt. The number of e				
d: 12 em work, a: ean, Gre A2.1	pty homes were brought back into use with Council involvement in the first s it will depend on home owners willingness to works with the Council and een and Safe Neighbourhoods	st quarter. So of d the amount of 125	the 239 properties work required to br 162	being monitore ring a home bad	d this quarter 5% v ck into use. It is exp 394	vere brought ba ected that the tr 125	ck into use with Co Irget of 15 properti 313	uncil involveme les will be met a 125	nt. The number of e gain in Q2. <b>351</b>	empty homes bro	ught back into use eac	h quarter is likely t 125	
d: 12 em work, a: ean, Gre A2.1	pty homes were brought back into use with Council involvement in the first s it will depend on home owners willingness to works with the Council and een and Safe Neighbourhoods Number of fly tipping reports actioned within 5 days	st quarter. So of d the amount of 125	the 239 properties work required to br 162	being monitore ring a home bad	d this quarter 5% v ck into use. It is exp 394	vere brought ba ected that the tr 125	ck into use with Co Irget of 15 properti 313	uncil involveme les will be met a 125	nt. The number of e gain in Q2. <b>351</b>	empty homes bro	ught back into use eac	h quarter is likely t 125	
d: 12 em e work, a: ean, Gr A2.1 een: Betv A2.2 een: The ture. The	pty homes were brought back into use with Council involvement in the first s it will depend on home owners willingness to works with the Council and een and Safe Neighbourhoods Number of fly tipping reports actioned within 5 days ween 1st April and 30th June 2018 Public Realm received 578 service reque	st quarter. So of d the amount of 125 ests in relation t 164 continuity with f actions including	the 239 properties work required to br 162 o Fly Tipping. This is 202 the pre-existing way g relevant Anti-Socia	being monitore ing a home bac 125 230 cases mor 199 y of measuring. al Behaviour po	d this quarter 5% v ck into use. It is exp 394 e than the QTR 1 in 190 It comprises 174 w wers. 218 Commun	vere brought ba ected that the t 125 2017/18. 389 o 233 arning letters, 8 nity Protection V	ck into use with Co arget of 15 properti 313 f the service reques 162 8 statutory notices /arnings (CPWs) an	uncil involveme ies will be met a 125 sts received wer 182 and 1 vehicle se d 6 Community	nt. The number of e gain in Q2. 351 e closed on the syst 228 eizure. This was our Protection Notices	tem within 5 worl 778 first vehicle seizu (CPNs) were issue	ught back into use eac 1,220 king days which equat 782 re in a new tactic targed in this period. The t	125 es to 67.30%. 164 eting organised crii	
d: 12 em e work, a: ean, Gr A2.1 een: Betv A2.2 een: The cture. The	pty homes were brought back into use with Council involvement in the first is it will depend on home owners willingness to works with the Council and een and Safe Neighbourhoods   een and Safe Neighbourhoods   Number of fly tipping reports actioned within 5 days   ween 1st April and 30th June 2018 Public Realm received 578 service request   Number of fly tipping enforcement notices issued   reported figure for this quarter is drawn from FlyCapture data to provide to a Environmental Enforcement team is testing a range of new intervention and the set of	st quarter. So of d the amount of 125 ests in relation t 164 continuity with f actions including	the 239 properties work required to br 162 o Fly Tipping. This is 202 the pre-existing way g relevant Anti-Socia	being monitore ing a home bac 125 230 cases mor 199 y of measuring. al Behaviour po	d this quarter 5% v ck into use. It is exp 394 e than the QTR 1 in 190 It comprises 174 w wers. 218 Commun	vere brought ba ected that the t 125 2017/18. 389 o 233 arning letters, 8 nity Protection V	ck into use with Co arget of 15 properti 313 f the service reques 162 8 statutory notices /arnings (CPWs) an	uncil involveme ies will be met a 125 sts received wer 182 and 1 vehicle se d 6 Community	nt. The number of e gain in Q2. 351 e closed on the syst 228 eizure. This was our Protection Notices	tem within 5 worl 778 first vehicle seizu (CPNs) were issue	ught back into use eac 1,220 king days which equat 782 re in a new tactic targed in this period. The t	125 es to 67.30%. 164 eting organised crii	
d: 12 em e work, a: ean, Gru A2.1 een: Betv A2.2 een: The ture. The ture. The cidents w A2.3 d: This is arginal imposed to	pty homes were brought back into use with Council involvement in the first is it will depend on home owners willingness to works with the Council and een and Safe Neighbourhoods   een and Safe Neighbourhoods   Number of fly tipping reports actioned within 5 days   ween 1st April and 30th June 2018 Public Realm received 578 service requestions   Number of fly tipping enforcement notices issued   reported figure for this quarter is drawn from FlyCapture data to provide to environmental Enforcement team is testing a range of new intervention a hose areas such as back alleys are affected by waste dumping, recognising   Percentage of household waste recycled (Lagging - Quarter	st quarter. So of d the amount of 125 ests in relation t 164 continuity with 1 actions including g that some peo 45% r Q4 shows: 30.0 5.6% an overall in ced by other Co	the 239 properties work required to br 162 o Fly Tipping. This is 202 the pre-existing way g relevant Anti-Socia ple are offenders bu 26.87% 07% which consists of reduction of -3.3% r uncils that have intr	being monitore ing a home back 125 230 cases mor 199 y of measuring. al Behaviour po ut many more a 45% of 22.46% dry n esulting from le	d this quarter 5% vick into use. It is exp 394 e than the QTR 1 in 190 It comprises 174 with wers. 218 Community re victims. New tack 36.50% materials and 7.61% ess garden waste on	vere brought ba ected that the tr 125 2017/18.389 o 233 arning letters, 8 nity Protection V tics seem to be 45% garden waste. 0 ver the year. Wh	ck into use with Co arget of 15 properti 313 f the service reques 162 8 statutory notices /arnings (CPWs) an working and getting 41.40% Q4 has seen an incr at is highlighted is	125 125 sts received wer 182 and 1 vehicle se d 6 Community g public support 45% ease compared that the decrease	nt. The number of e gain in Q2. 351 e closed on the syst 228 sizure. This was our ' Protection Notices f . They will be refine 33.5% to the same quarter se in overall recyclin	tem within 5 worl 778 first vehicle seizu (CPNs) were issue ed in the coming r 45% r the previous year ng is mainly attrib	ught back into use eac 1,220 king days which equat 782 re in a new tactic targ ed in this period. The t months. 35.6% ar at 26.87%, dry mate utable to reduced gard	125 es to 67.30%. 164 eting organised criteram is also trying a 45% rials for the same plen waste being co	



	Performance Information	Quarter 1		Quarter 2		Quarter 3		Quarter 4		End of Year 2017/18		Quarter 1		High Low	Trend	
Reference Code	Indicator	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Neutral		
A2.5	Total number of subscriptions to the Garden Waste Scheme	30,000	21,805	30,000	23,888	30,000	23,971	30,000	23,967	30,000	23,967	24,000	22,042	High is Good		
	n actual performance in the first round of the subscription during 2017- riptions are expected in Q2 and Q3.	18, garden waste	e service budget est	imates were ma	de on 24,000 subs	criptions. Q1 say	w 22,042 subscription	ons, which mea	ns the target was 92	% achieved. Based	on the evidence fror	n the initial rour	d of subscriptions	n 2017-18,		
A2.6	Diesel Consumption - Council Vehicle Fleet (Litres)	121,728	125,532	121,728	123,610	121,728	120,321.5	121,728	115,342	486,912	484,805.5	121,728	119,639.5	Low is Good		
ireen: This is	mainly attributable to better management of the fleet through use of t	he tracking techr	nology.													
A2.7	Cost/M2 spent on energy across corporate buildings (Lagging)	Not R	eported	Baseline	£3.27	Baseline	£3.31	Baseline	£5.02	Baseline	£16.31	Baseline	£4.71	Low is Good		
	figure reflects the cost per square metre for gas and electricity from Jar o compare year on year. We will need to make some allowances for cha		•					•	•	e effect. This is the f	inal quarter to comp	lete a full year o	f reporting. Subseq	uent quarters		
A2.8	Amount of energy usage in council buildings (Gas/KWH) (Lagging)	Not R	eported	Baseline	738,881	Baseline	809,376	Baseline	1,838,504	Baseline	5,591,719	Baseline	2,204,958	Low is Good		
	figure relates to October to December 2017. As mentioned in previous e would expect this. We would only predict that the following quarter (Ja				arter behind due t	to a lag in billing	. This is a significan	t increase on th	e previous quarter l	out given some of t	he extremely cold ter	nperatures expe	rienced between C	october and		
A2.9	Amount of energy usage in council buildings (Electricity/KWH) (Lagging)	Not R	eported	Baseline	595,395	Baseline	656,213	Baseline	807,951	Baseline	2,754,790	Baseline	695,231	Low is Good		
	figure relates to October to December 2017. As mentioned in previous s required for longer periods.	comments, we c	an only accurately	look at data a qu	arter behind due t	to a lag in billing	. There has been ar	n expected incre	ease this quarter cor	npared to last due	to the winter season	where we expe	ience darker morn	ngs and nights,		
ealthy an	d Happy Communities															
A3.1	Number of people statutorily homeless	25	10	25	20	25	24	25	21	100	75	Not A	vailable	Low is Good		
rovider is sti	: With the introduction of the new homeless reduction Act in April this Il working on amending the system to meet the new data requirements n't seen a huge increase in homelessness cases this quarter.															
A3.2	Number of Disabled Facilities Grants completed	50	58	50	46	50	50	50	78	200	232	50	122	High is Good		
	verage number of DFG completions per month in 2017/18 was 19. The a act on the service provided to our residents	average number (	of grants completed	d per month ove	er Q1 of 2018/19 is	41. This is due t	o an administrative	issue from bey	rond the Council. Te	chnically, the grant	can't be closed until	the invoices are	received and paid.	This didn't		
A3.3	Number of properties where 'category 1 hazards' have been eliminated	25	27	25	16	25	42	25	27	100	112	25	18	High is Good	-	
ategory 1 ha	ber of category 1 hazards resolved fluctuates according to the type of c zards are not being found in previously licensed HMOs. The team also h /est End of Morecambe will bring forward improvements in the next qu	as a number of c						-		-						
A3.4	Percentage of premises scoring 4 or higher on the food hygiene rating scheme	90%	88.15%	90%	88.35%	90%	88.49%	90%	88.52%	90%	88.52%	90%	88.36%	High is Good		
reen: Perfo	rmance is good at 88.52% which corresponds to 1054 out of a total of 1	191 food buisnes	ses. Food safety s	ervice remodelli	ng is underway to	bring about furt	her compliance imp	provements at t	hese higher food hy	giene rating levels	which are good for b	oth consumers a	nd businesses.			
A3.5	Percentage of high risk food hygiene inspections completed	100%	100%	100%	85%	100%	93%	100%	100%	100%	100%	100%	85%	High is Good		



Performance Information		Quarter 1		Qua	Quarter 2		Quarter 3		Quarter 4		End of Year 2017/18		Quarter 1		Trend
Reference Code	Indicator	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Neutral	
A3.6	Total number of admissions to Salt Ayre Leisure Centre	130,000	131,856	180,000	145,669	230,000	237,222	197,740	232,554	737,740	747,301	130,000	210,621	High is Good	
	t the recent warm weather has resulted in a number of people preferrir and improvement of supporting facilities which are more in demand the				e Centre has adopte	ed an agile mark	keting/promotiona	approach and r	etained a good leve	l of throughput. Sw	imming has proved	popular and cont	tinues to increase,	partly due to	
A3.7	Time taken to re-let council houses (Days)	38	66.99	38	71.67	38	66.31	38	63.13	38	63.13	38	30.80	Low is Good	
	icant progress has been made. In brief: We have re-let a total of 60 pro et times, where we achieved an average time taken to re-let council hou												was an excellent r	nonth in terms of	
Smart an	d Forward - Thinking Council														
A4.1	Number of followers on Lancaster City Council's Twitter Page (Cumulative Indicator)	9000	8,668	9000	8,835	9000	9,295	9000	10,250	9000	10,250	9000	10,923	High is Good	
een: Numb	er of followers on Twitter has increased due to additional focus on this	channel.													
A4.2	Average number of days of sickness absence per full time employee	1.75	1.25	1.75	1.37	1.75	1.79	1.75	1.64	7	6.05	1.75	1.73	Low is Good	
een															
A4.3	Occupancy rates for all commercial properties (including estate shops)	Not R	eported	100%	96%	100%	97%	100%	96.5%	100%	96.50%	100%	95.60%	High is Good	
nber: The t	otal level of occupancy has fallen by 0.9% following the vacation of one	tenant during th	is quarter. We are c	currently dealing	g with new express	ions of interest	in this vacant unit.	In general term	s 95.6% still represe	nts a good level of o	occupancy in the cur	rrent climate.			
A4.4	Average time taken to process new Housing Benefit and Council Tax claims (Days)	23	28	23	26.9	23	26	23	26.2	23	26.2	23	28.3	Low is Good	
e claim. No	t the average time to process change in circumstances is similar to the stification of Universal Credit changes creates a large volume of change are currently recruiting additional resources (2 posts) to assist with th	events to be actio	oned for Council Tax												