



## Corporate Indicators - Q1 (18/19) Performance Scorecard


**13**  
On or above Target

**4**  
Within 10% of Target



**3**  
Below Target

### 3 Baseline

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%	97.52%	High is Good	<div><div></div><div></div><div></div><div></div><div></div></div>
Green: 97.52% of the 181 Other applications that were determined in the Quarter were determined within either the statutory timescale or a mutually-agreed timescale with the applicant.															<div><div></div><div></div><div></div><div></div><div></div></div>

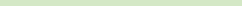
A1.4	Number of empty properties brought back into use	15	17	15	19	15	14	15	26	60	76	15	12	High is Good	
Red: 12 empty homes were brought back into use with Council involvement in the first quarter. So of the 239 properties being monitored this quarter 5% were brought back into use with Council involvement. The number of empty homes brought back into use each quarter is likely to fluctuate given the nature of the work, as it will depend on home owners willingness to works with the Council and the amount of work required to bring a home back into use. It is expected that the target of 15 properties will be met again in Q2.															


A2.2	Number of fly tipping enforcement notices issued	164	202	199	190	233	162	182	228	778	782	164	263	High is Good	
<p>Green: The reported figure for this quarter is drawn from FlyCapture data to provide continuity with the pre-existing way of measuring. It comprises 174 warning letters, 88 statutory notices and 1 vehicle seizure. This was our first vehicle seizure in a new tactic targeting organised criminals. However this is not the full picture. The Environmental Enforcement team is testing a range of new intervention actions including relevant Anti-Social Behaviour powers. 218 Community Protection Warnings (CPWs) and 6 Community Protection Notices (CPNs) were issued in this period. The team is also trying a new tactic of writing to blocks of residents whose areas such as back alleys are affected by waste dumping, recognising that some people are offenders but many more are victims. New tactics seem to be working and getting public support. They will be refined in the coming months.</p>															

A2.4	Kilogrammes of residual waste per household (Lagging - Quarter Behind)	Not Reported	87.17	89.20	87.17	88.4	87.17	82.2	348.68	334.58	87.17	75.9	Low is Good	
<p>Green: This is a lagging measure Q4 2017/18. The combined kg per head for the year was 334.58kg, we have seen a consistent reduction over the past few years in this measure. At an average of 337kg per head, in terms of the waste hierarchy for reduce, reuse, recycle Lancaster performance is the 3rd best in Lancashire. Economically and environmentally reducing waste is far better than recycling or composting. Much work is taking place with partners (County, Lancaster University, local businesses) to look at innovative ways of reducing waste in the first place, with a particular focus on single use plastics</p>														


Performance Information		Quarter 1		Quarter 2		Quarter 3		Quarter 4		End of Year 2017/18		Quarter 1		High Low Neutral	Trend
Reference Code	Indicator	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual		
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	
Red: Based on actual performance in the first round of the subscription during 2017-18, garden waste service budget estimates were made on 24,000 subscriptions. Q1 saw 22,042 subscriptions, which means the target was 92% achieved. Based on the evidence from the initial round of subscriptions in 2017-18, further subscriptions are expected in Q2 and Q3.															<div><div></div><div></div><div></div><div></div><div></div></div>

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	
Green: This is mainly attributable to better management of the fleet through use of the tracking technology.															

A2.7	Cost/M2 spent on energy across corporate buildings (Lagging)	Not Reported	Baseline	£3.27	Baseline	£3.31	Baseline	£5.02	Baseline	£16.31	Baseline	£4.71	Low is Good	
<p>Baseline: This figure reflects the cost per square metre for gas and electricity from January to March 2018. It is a slight decrease from the previous quarter which we would expect as the lighter mornings and nights start to take effect. This is the final quarter to complete a full year of reporting. Subsequent quarters will allow us to compare year on year. We will need to make some allowances for changing gas and electricity prices going forward with this measure; however, this won't affect the other two measures around consumption.</p>														

A2.8	Amount of energy usage in council buildings (Gas/KWH) (Lagging)	Not Reported	Baseline	<b>738,881</b>	Baseline	<b>809,376</b>	Baseline	<b>1,838,504</b>	Baseline	<b>5,591,719</b>	Baseline	<b>2,204,958</b>	Low is Good	
Baseline: This figure relates to October to December 2017. As mentioned in previous comments, we can only accurately look at data a quarter behind due to a lag in billing. This is a significant increase on the previous quarter but given some of the extremely cold temperatures experienced between October and December we would expect this. We would only predict that the following quarter (January to March 2018) will show a similar figure.														

A2.9	Amount of energy usage in council buildings (Electricity/KWH) (Lagging)	Not Reported	Baseline	595,395	Baseline	656,213	Baseline	807,951	Baseline	2,754,790	Baseline	695,231	Low is Good	<div><div></div><div></div><div></div><div></div></div>
Baseline: This figure relates to October to December 2017. As mentioned in previous comments, we can only accurately look at data a quarter behind due to a lag in billing. There has been an expected increase this quarter compared to last due to the winter season where we experience darker mornings and nights, and lighting is required for longer periods.														

Healthy and Happy Communities														
A3.1	Number of people statutorily homeless	25	10	25	20	25	24	25	21	100	75	Not Available	Low is Good	
Not Available: With the introduction of the new homeless reduction Act in April this year, central government have changed the way they require the statutory homelessness figures reporting to them. This has necessitated a major change to the software system that records and collates this data. Our software provider is still working on amending the system to meet the new data requirements and as a result, the information cannot be retrieved from the system for this quarter. Many other local authorities are in exactly the same position but it is hoped that the fix will be completed for quarter 2. Anecdotally, we can say that we haven't seen a huge increase in homelessness cases this quarter.														

A3.2	Number of Disabled Facilities Grants completed	50	58	50	46	50	50	78	200	232	50	122	High is Good	
<p>Green: The average number of DFG completions per month in 2017/18 was 19. The average number of grants completed per month over Q1 of 2018/19 is 41. This is due to an administrative issue from beyond the Council. Technically, the grant can't be closed until the invoices are received and paid. This didn't have any impact on the service provided to our residents</p>														

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	
<p>Red: The number of category 1 hazards resolved fluctuates according to the type of complaints that come in. This quarter, officers have been concentrating on HMO licensing, including promoting the new licensing requirements coming into force from October 2018. The success of work in the HMO sector means category 1 hazards are not being found in previously licensed HMOs. The team also has a number of complicated cases ongoing which are resource intensive, for example replacing a new roof in default of the owner, and 3 rural farm properties found to be in very poor condition. Preparation work currently being done in the West End of Morecambe will bring forward improvements in the next quarter.</p>															

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	<div><div></div><div></div><div></div><div></div><div></div></div>
Green: Performance is good at 88.52% which corresponds to 1054 out of a total of 1191 food buisnesses. Food safety service remodelling is underway to bring about further compliance improvements at these higher food hygiene rating levels which are good for both consumers and businesses.															

A3.5	Percentage of high risk food hygiene inspections completed	100%	100%	85%	100%	93%	100%	100%	100%	100%	100%	85%	High is Good	
Amber: This figure represents a shortfall of two premises, which will be addressed in Q2														

