

Agenda Item No 7

Performance Report: Quarter 3 October to December 2008**Performance & Strategy Manager**

Summary: This report summarises the Council's performance for the third quarter, October to December 2008, under the new performance framework.

Conclusions: The trends regarding the economic downturn we noticed in the second quarter have continued. Planning applications are down 10% over the same period last year, reducing the council's income. The number of benefit claimants is escalating fast. There was a 36% increase in the third quarter over the same period last year and the proportion of claimants of working age is rising.

Further e-government initiatives are enabling us to work faster and more efficiently. The introduction of the on-line Web Payment System and Automated Touch-phone Payment System improves the service for customers and reduces staff time and costs in receiving payments in this way.

At the end of the third quarter, the number of days lost to sickness per FTE was fewer than 4 days, the lowest we have recorded against a sickness indicator at this stage.

In general the speed and care we display when responding to customers, however they contact us, is excellent. Our testing, however, shows there are inconsistencies and these need to be addressed.

The performance report is now a very comprehensive document enabling the Overview Scrutiny Committees (OSC's) to look at their respective areas in greater detail. In order to save resources, we are recommending that Members bring their Cabinet Papers, containing the latest performance report, to the OSCs when performance is discussed.

- Recommendations:**
1. Cabinet notes the progress the Council is making in its priority areas and its contribution to Local Area Agreement and Alliance outcomes.
 2. Directors ensure that procedures are in place to log all letters to the Council (excluding junk mail) and that all replies are duly referenced and comply with the Council's

customer care standards.

3. Members utilise the latest quarterly performance management report from Cabinet papers when discussing performance as the standard agenda item on Overview Scrutiny Committees.
4. Cabinet notes the Head of Revenues & Customer Services 3rd Quarter Debtors Report in appendix B.

Cabinet member(s): Garry Wheatley	Ward(s) affected: All
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1. Introduction

- 1.1. This report summarises the Council's performance for the third quarter, October to December 2008, under the new performance framework.

2. The Performance Report

- 2.1. The report is arranged as follows:

Performance Report Paras. 3- 23

Appendix A: "Traffic light" Report

Appendix B: 3rd Quarter Debtors Report from the Head of Revenues & Customer Services

- 2.2. In the "traffic light" report Appendix A, where this is a baseline year for a new National Indicator, and there is no data to report, we have left the status "green, amber, red" blank.

Scrutiny

3. Community Cohesion

- NI 1 % of people who believe people from different backgrounds get on well together
- NI 2 % of people who feel they belong to their neighbourhood
- NI 3 Civic Participation in the local area
- NI 4 % of people who feel they can influence decisions in their local area
- NI 5 Overall general satisfaction with the local area
- NI 6 Participation in the local area
- NI 7 Environment for a thriving third sector

- 3.1. We will shortly have the baseline data for the seven indicators above. Based on perceptions residents have, they have been answered by questions included in the new statutory Place Survey. This was conducted by fieldwork in October – November 2008. 3,000 surveys were posted to South Norfolk residents and there was a 40% response rate with 1206 returns.
- 3.2. The Place Survey was conducted by Ipsos Mori on behalf of a consortium comprising all the councils in Norfolk. We are expecting the weighted results shortly. A full report on the Place Survey results will be made to the Cabinet meeting on 06 April.
- 3.3. The South Norfolk Festival of the Arts 2009 Business Plan has been drafted including detailed artistic programme, marketing plan, budgets and resources. The festival will act as an umbrella to a number of Community Groups and identified events. We will support them through an events toolkit that community groups and events organisers can use. Sponsorship benefits and marketing material have been agreed.
- 3.4. The Community Sports Network in South Norfolk is flourishing, identifying local needs and working collectively towards common goals by pooling resources and expertise such as:
 - Late night basketball sessions in areas where there are high reports of anti-social behaviour;
 - Yoga classes for sheltered housing residents to help support the fall prevention strategy;
 - Learning for Health courses to help adults try new sports and learn new skills;
 - Assistance for volunteer groups in event management to help organise and develop local sporting competitions.
- 3.5. The Norfolk-wide Community Cohesion Network has undertaken some qualitative research to understand where they need to focus their activity. The results will be available in February. The network is also introducing a “tension monitoring scheme.”
- 3.6. During Local Democracy Week, the Norfolk & Norwich Racial Equality Council (NNREC) facilitated four sessions at SNC on human rights. Further work this year is centred around the celebration of the birth of Thomas Paine and this will link in with local schools.
- 3.7. Voluntary Norfolk briefed CMT on the working of the voluntary sector and introduced the Third Sector Guide for Public Sector Commissioning in Norfolk. This toolkit has been taken up nationally and promoted as good practice. The Chief Executive has invited Voluntary Norfolk to facilitate a joint session at South Norfolk between the third sector and officers/partners who may commission services in South Norfolk.

4. Customer Focus

NI 14 Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer

NI 128 User reported measure of respect and dignity in their treatment

NI 140 Fair treatment by local services

703 % of complaints resolved satisfactorily

- 4.1. Avoidable contact. There has been a successful trial of recording data for NI 14 Reducing avoidable contact in Revenue Services. This will now be extended to the Benefits teams, Environmental Services and main reception.
- 4.2. Our trial results are showing a low percentage of avoidable contact at 14%. Most councils in the region are having similar results although, like us, these are trials in only parts of the organization.
- 4.3. Mystery Shoppers: Visits There were two Mystery Shoppers exercises conducted this autumn. In the Visits exercise, the Council scored very highly achieving 90%, an increase of 4% against the previous score in 2007. The council was ranked 3rd out of the benchmarked authorities and performed above the local authority average in each area.
- 4.4. In relation to specific enquiries being made, three of the nine visits received maximum scores of 100% for every element being assessed. Five visitors rated their visit as excellent overall, four rated it as good.
- 4.5. Mystery Shoppers: Letters. In the Mystery Shoppers Letters exercise we scored 68% overall against a group average of 62%. When we last conducted this exercise, our score was affected by letters that did not receive a response.
- 4.6. On this occasion, we arranged for all the letters to be posted to the Head of Revenue Services and then placed in the post room so that we knew they reached us. We also extended the number of letters from 9 to 26 to give us a fuller picture.
- 4.7. The following areas of good practice scored 100%: contact details, professional language, clear information, helpful leaflets and contacts on envelopes.
- 4.8. Half the letters (53%) were responded to within 5 days and the average time for responses was 5.9 days which is well within the Council's current customer care standard of 10 days. Three of the letters, however, took more than 10 days including one that took 38 days.
- 4.9. Four of the letters we received did not receive a response. Three of these letters could not be traced within the Council. The fourth was traced and action taken to remedy the default within the service concerned.

- 4.10. Although we scored highly in some areas, there are clear inconsistencies across the organization that need to be addressed and the failure to reply to any letter is a serious issue. Most replies were considered courteous and used professional language but only 77% were considered friendly.
- 4.11. These results have led to the recommendation that Directors ensure that procedures are in place to log all letters to the Council (excluding junk mail) and that all replies are duly referenced and comply with the Council's customer care standards.
- 4.12. This work can be considered in conjunction with the Customer Contact Strategy. This has now been drafted but final decisions need to be made about its implementation.
- 4.13. Equalities. The Equalities Strategy and action plan have been updated. Sixteen impact assessments were carried out in Quarter 3, with a further 25 planned in Quarter 4.
- 4.14. Customer Feedback . The council received 23 justified complaints within Quarter 3 of which 20 (87%) were resolved satisfactorily within the agreed timescale.

5. Benefits

NI 152 Working age people on out of work benefits
NI 180 Changes in housing benefit/council tax benefit entitlements within the year
NI 181 Time taken to process housing benefit/council tax benefit new claims and change events

- 5.1. The new NI 180 depends on authorities being proactive in finding changes of circumstances through, for example, thinking around the caseload and reviewing different categories of claimant periodically.
- 5.2. The economic downturn, and the increase in claimants, means that we have not been as proactive as we might have been a year ago. However, through the increased amount of claims we are discovering the changes in circumstances and we are confident that we will achieve the target.
- 5.3. There has been a 17.8% increase in benefit claimants in the first nine months of the year in comparison to the same period last year. This means it is taking longer to process claims, on average 6.1 days at the end of the 3rd quarter, compared to 4.3 days at the end of the 2nd.

- 5.4. The rise in the number of new claimants is escalating fast. Compared to the same quarter the previous year, the rise in the 1st quarter was 3.3%, in the second 15.9% and in the third 36.5%. This gives an overall percentage rise for the first nine months of 17.8%.
- 5.5. The benefits caseload at 28 Jan 09 stood at 8183 cases compared to 7599 at 14 Feb 08. More importantly, the percentage of benefit claimants of working age has risen from 36.6% (Feb 08) to 40.39% (Jan 09). These cases are more complex and take longer to process.
- 5.6. Housing Benefit Overpayments. (Appendix B Benefits 732)The 3rd quarter shows a percentage increase of overpayments identified in relation to the 2nd quarter as 47%. This was due in the main through intervention work carried out by the benefits team in November coinciding with some successful fraud cases identifying quite large overpayments. However, although positive in one respect it means that this work has had a detrimental effect on recovery at this stage of the year. This in addition to more general recovery problems (due to the recession) means that it is unlikely that we will achieve our target this year.

6. Businesslike & Efficient

NI 179 Value for Money --- total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year
701 Days lost due to sickness absence
704 % of undisputed invoices for commercial goods and services paid within 30 days
705 Percentage of council tax collected
706 Percentage of non-domestic rates collected

- 6.1. Engagement with Business. The Council organised the Fit for Business event at Dunston Hall in December, attracting more than 100 businesses. The marketing team has now developed business databases both for direct mail and e-marketing.
- 6.2. Marketing. Gearing up for the introduction of free swimming (pilot) for the over 60's, the marketing team surveyed the current 18,000 Concessionary Fares holders to alert them to the scheme and to understand their leisure usage better so that we can tailor additional services accordingly. There were 4,000 returns.
- 6.3. In order to boost our services and increase income, other marketing has included the promotion of the Trade Waste Collection service, the new indoor cycling studios, Swim School (through school bags), and Christmas promotions for Leisure Centre membership and garden waste bins. Marketing has helped to push the total sold by the end of December to 9,862 bins, 2,445 more than at the start of the year.

- 6.4. Efficiency Savings. The total amount of cash releasing savings identified this year total £282k but we are able to include £354k brought forward from last year. This leaves a total of £84k to meet the current year's target.
- 6.5. Managing Attendance. At the end of the 3rd quarter, the average number of days lost per full time equivalent was still less than 4 days, 3.79 days compared to 5.92 days a year ago.
- 6.6. Invoices. We are currently paying 98.43% of invoices within thirty days. This is very close to the target of 99% and sufficient to place us in the top quartile for all authorities.
- 6.7. E-Government The on-line Web Payment System and the Automated Touchtone Phone Payments System went live in the third quarter. This means that residents can apply and pay for services using debit or credit cards 24/7. This is already having an efficiency saving with Revenue Services receiving, October to December, 618 payments by Touchtone and 301 payments via the Internet.
- 6.8. Two thirds of people re-booking for Swim School did so using the new web-based booking system in December.

ENVIRONMENT, HEALTH, RECYCLING & SAFETY

7. Anti-Social Behaviour & Crime

- NI 17 Perceptions of anti-social behaviour
- NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police
- NI 22 Perceptions of parents taking responsibility for the behaviour of children in their area
- NI 23 Perceptions that people treat one another with respect and consideration
- NI 24 Satisfaction with the way the police and local council dealt with anti-social behaviour (for introduction in 2009-10)
- NI 25 Satisfaction different groups with the way the police and local council dealt with anti social behaviour (for introduction in 2009-10)
- NI 27 Understanding of local concerns about anti social behaviour and crime by the local council and police
- NI 41 Perceptions of drunk or rowdy behaviour as a problem
- NI 42 Perceptions of drug use or drug dealing as a problem
- 511 Reduction in overall crime

- 7.1. Crime Rate. The crime rate for South Norfolk continues to fall with a 4% reduction in the third quarter over the second quarter.
- 7.2. Neighbourhood Action Panels. The Neighbourhood Action Panels are working well but officers are seeking greater public participation. The Constabulary has a Safer Neighbourhood Communications Officer (Breckland and South Norfolk) to publicise these more widely, including email alerts.

- 7.3. Issues prioritised in the eight safer neighbourhood areas in the third quarter include anti-social behaviour, parking, traffic and noise, community volunteer speed watches, youth engagement and criminal damage.
- 7.4. Although the community speedwatch schemes have grown from eight to twelve, they are in various stages of implementation and we are pursuing any obstacles to their introduction with the police.
- 7.5. The Designated Public Places Orders are now operational in Diss and Wymondham with the signage erected and the Police and PCSOs able to exercise their powers under the regulations.
- 7.6. Eight restorative justice interventions have been undertaken in South Norfolk and these have been used to address specific issues.
- 7.7. The Community Safety Plan includes actions to give greater prominence to the Crime & Disorder Reduction Partnership, widen the reach of SNAP meetings, utilise Restorative Justice, increase neighbourhood inspections with residents and work in partnership to deliver positive activities and spaces for young people.

8. Civil Protection Arrangements

NI 37 Awareness of civil protection arrangements in the local area

- 8.1. The baseline for this indicator will come from the results of the question asked in the Place Survey. See 3.1 above. Our activities to raise awareness include the following.
- 8.2. Partnership working has included a flood planning meeting with the Environment Agency to review strategic issues relating to flooding. A Flood Road show was held in October for Loddon residents.
- 8.3. Exercise "Morbus" in October tested emergency services in Norfolk to a Pandemic Flu Outbreak.
- 8.4. A presentation on community resilience was given to the Norfolk County Association of Town & Parish Councils seminar at Poringland. Community Emergency Plans have been completed for Swainsthorpe and Saxlingham Nethergate.

9. Regulation

NI 182 Satisfaction of business with local authority regulation services

NI 184 Food establishments in the area which are broadly compliant with food hygiene law

501 Better business regulation

- 9.1. The Better Norfolk Regulation Partnership has been launched and a common enforcement policy adopted for Norfolk.

- 9.2. NI 182 requires us to survey the businesses we have to contact for regulation purposes. 84% of the services say they are satisfied with the service received and this has remained constant throughout the year.
- 9.3. The percentage of food establishments in the area broadly compliant with food hygiene law is 95.4%. We do have a high compliance in South Norfolk and the service attributes this to their longstanding.

10. A Quality Environment

NI 185 CO₂ reduction from local authority operations
NI 186 Per capita CO₂ emissions in the local authority area
NI 188 Planning to adapt to climate change
NI 194 Level of air quality --- reduction in NO_x primary PM₁₀ emissions through local authority's estate and operations

- 10.1. Full Council approved the Norfolk Climate Change Strategy in September 2008 along with all other councils in Norfolk and a Climate Change Task Force has been established. The strategy was formally launched publicly at an event in Norwich on February 6th. We are on target as a county to meet Level One of NI 188 by the end of the financial year.
- 10.2. We have established mechanisms throughout the council to collect the data for NI 185. This includes data collection for energy consumption, fleet mileage, business mileage etc. As part of our internal audit on data quality, we have programmed an audit of National Indicators 185 and 194 to ensure we are collecting, recording and calculating the data correctly.

11. Household Waste

NI 191 Residual household waste per household
NI 192 Household waste recycled and composted
NI 193 % of municipal waste landfilled

- 11.1. The percentage of household waste recycled and composted at the end of the 3rd Qtr is 37.62%. The target for the year is 40% but there are components such as household waste recycling centres, community compost schemes and material from charity and other groups that are only included on an annual basis. The service is therefore confident that the target will be met
- 11.2. The residual household waste per household (i.e. waste excluding that sent for re-use, recycling or composting) is down by 6kg (393kg to 387 kg) per household compared to the same nine months last year.

12. Environmental Crime

NI 195a Improved street and environmental cleanliness litter
NI 195b Improved street and environmental cleanliness detritus

NI 195c Improved street and environmental cleanliness graffiti
NI 195d Improved street and environmental cleanliness fly-posting
NI 196 Improved street and environmental cleanliness fly-tipping
707 Abandoned vehicles investigated within 24 hours
708 Abandoned vehicles removed within 24 hours

- 12.1. The street and environmental cleanliness indicator reports separately for each category of cleanliness: litter, detritus, graffiti and fly-posting. Although this replicates the old Best Value Performance Indicator BVPI 199, that measure reported litter and detritus together.
- 12.2. The performance is collected in three tranches during the year: April to July, August to November and December to March. We are therefore reporting the results to the end of November. The lower the percentage result, the better the result. (For comparison, we have retained this as a local indicator 735 under Env. Crime in Appendix A.)
- 12.3. The year-to-date figure shows that we are on target for graffiti at 1%. Our target for flyposting is 1% but our performance is 2%. Flyposting appears to be higher on main roads and on retail and commercial land.
- 12.4. Littering in the second period has increased from 4% to 5% . This is not a significant rise and there are areas where we are less good.
- 12.5. Detritus has also risen in the second period from 5% to 12% but this is always an issue in a predominantly rural area where leaf fall, mud from banks and road salt contribute to poorer performance.
- 12.6. Even though the value of scrap metal has fallen, there has not been a corresponding rise in the amount of vehicles abandoned. In quarter three, the number of vehicles abandoned on the highway that we had to investigate fell from 25 to 15.
- 12.7. The Environmental Crime Team is focusing attention on dog fouling, increasing patrols in areas with the greatest problems, including Costessey, Diss and Wymondham and enlisting the help of residents.

PLANNING, HOUSING & THE BUILT ENVIRONMENT

13. Independent Living

NI 138 Satisfaction of people over 65 with both home and neighbourhood
NI 139 people over 65 who say that they receive the information, assistance and support to live independently
NI 141 Number of vulnerable people achieving independent living
NI 142 Number of vulnerable people who are supported to maintain independent living
505 Private sector housing standards
507 Housing adaptation measure
710 The number of people with a disability helped to stay in their own home
711 The number of assistances given to vulnerable households to continue living in their own homes

- 13.1. Norfolk has been successful in securing funding of £150k 2009-10 and £220k 2010-11 to finance projects associated with securing independent living. Delivery plans will be developed in Qtr 4.
- 13.2. The Care & Repair Service acting as a Home Improvement Agency has successfully introduced the Handyperson Scheme both here and in North Norfolk through funding from Supporting People. The service will shortly be extended to Broadland DC.
- 13.3. The number of assistances given to vulnerable households has risen to 1100 but is not expected to exceed 1500 (target 1800) for the year. The service is currently examining its housing renewal resources.

14. House Supply & Local Development Framework (LDF)

NI 154 Net additional homes provided
NI 155 Number of affordable homes delivered (gross)
NI 159 Supply of ready to develop housing sites
NI 170 Previously developed land that has been vacant or derelict for more than 5 years
NI 175 Access to services and facilities by public transport, walking and cycling
717 Blighted and/or vacant dwellings returned to occupation, demolished, or relet through council assistance

- 14.1. The number of affordable homes delivered rose to 284 at the end of the third quarter, exceeding the 2008-09 target of 214.

Local-Needs Affordable Housing

- 14.2. Schemes for 19 parishes are being progressed. Suitable sites have yet to be identified for all. There is the potential to provide in the region of 90 new local-needs affordable homes where sites have been identified.
- 14.3. Planning approval has been granted for 9 new affordable homes in Bressingham.
- 14.4. £119,000 of Second Homes funding has been secured to part-fund the delivery of local-needs affordable housing.
- 14.5. There is a special report to PHBE OSC (02 March) explaining in general the issues and timescales for delivery of rural local-needs affordable housing schemes.
- 14.6. Ten parish councils are now fully engaged in the project. Provided suitable land can be identified (and secured) and the projects progress to full planning applications, these schemes have the potential to deliver 50 new

affordable homes. In addition, a further 15 schemes are progressing which should also deliver local needs housing.

- 14.7. A new officer group “The Major Developments Forum” has been established within the PHBE Directorate to assess and guide development projects, including proposed affordable housing schemes.

Houses returned into occupation

- 14.8. The number of houses returned to occupation or demolished in quarter 3 rose to 41 (target 53) with only one demolished.

Local Development Framework

- 14.9. Cabinet in December agreed the Policy Group’s recommended favoured options for locations for major growth and the proposed timetable for progressing the Joint Core Strategy.
- 14.10. We have commissioned consultants to carry out the Strategic Housing Land Availability Assessment. The consultants are finalising the results of the consultation and will report in February.
- 14.11. The council consulted on the Master Plan for Diss in a three day event held in the town and used the feedback to revise the plans. This will be a long term regeneration project that remains under review.
- 14.12. We published the final version of the development brief for Norwich Research Park . Following comments from Norfolk County Council, parish councils, land owners and developers, we will undertake an assessment and adopt the development brief after considering the responses.

15. Homelessness

NI 156 Number of households living in temporary accommodation
506 Homelessness measure --- Joint assessments
709 % of repeat homelessness
714 Average number of working days to process homelessness applications
715 % of prevention cases where homelessness is prevented
716 Number of working days from online application form being completed to bidding reference being added.

- 15.1. We have improved our performance on 716 above in the third quarter, processing 471 applications in an average of 8.8 days. The poorer performance in the first two quarters, 28.2 and 39.5, brings the average for the year to date down to 29 days. The team is confident that they can sustain the improvement to meet the sub-regional target of 20 days.

- 15.2. We prevented 82% of cases from becoming homeless in the third quarter. This, together with the supply of affordable housing, has kept the number of families living in temporary accommodation low.

16. Planning Applications

NI 157 Processing of planning applications --- major
NI 157 Processing of planning applications --- minor
NI 157 Processing of planning applications --- other
718 Planning appeals allowed against decisions

- 16.1. The volume of planning applications has reduced by 10% in the period April to December 2008, compared to the previous year.
- 16.2. The Council is currently just exceeding the target set for the speed of processing planning applications in all three categories. (Target Major 75% YTD 78.05%, Target Minor 83% YTD 83.29%, Target Other 93% YTD 93.82%)
- 16.3. The percentage of planning appeals allowed against decisions has also improved by the end of the nine month period. The target is fewer than 25% and the percentage allowed is currently 20.9%.
- 16.4. A recent benchmarking comparison (for our 2007-08 results) with 122 predominantly rural authorities shows the following:
- For processing major applications, we were in the top quartile, improving our rank from 47th (06-07) to 25th (07-08)
 - For minor applications determined in 8 weeks, we were in 2nd quartile but improved our rank from 30th (06-07) to 22nd (07-08)
 - For 'other' applications, we were in top quartile, improving our rank from 20th (06-07) to 17th (07-08).
- 16.5. The same benchmarking exercise shows that the cost of the service per head of population has reduced three years in a row, providing value for money as well as an excellent performance.

17. Fuel Poverty

NI 187 Tackling fuel poverty --- people receiving income based benefits living in homes with a low energy efficiency rating
712 The number of homes made more energy efficient

- 17.1. NI 187 measures progress in tackling fuel poverty through the improved energy efficiency of households lived in by people claiming income related benefits.
- 17.2. The information for the indicator is based on an annual, random sample SAP (Standard Assessment Procedure) survey of households inhabited by people claiming income related benefits. The first survey for South Norfolk was conducted in the third quarter. 3,000 households were surveyed and 1148 forms were returned (38% response). The results will be analysed by the East of England Energy Group to form the baseline.
- 17.3. From the initial results, the service identified a number of households that could benefit from information on energy use and 300 booklets have been distributed as a result.
- 17.4. By the end of the third quarter, there were 688 homes made more energy efficient. This is a substantial increase on the target of 250 for the year. In stead of providing direct financial support in the first instance, we assess each case and signpost people to the most appropriate agency. The results from agencies such as Warm Front, included here, reflect not only the cases we have signposted but the results from their own campaigns in South Norfolk.

18. Conservation Management

NI 197 Improved local biodiversity: Proportion of local sites where positive conservation management has been or is being implemented
509 Ecological networks
725 Preserving the character of conservation areas: character appraisals
726 Preserving the character of conservation areas: management proposals

- 18.1. The Biodiversity Coordinator for Norfolk attended a DEFRA briefing to clarify the sites, and the management actions to be included, in the delivery of NI 197. These will now be applied consistently across Norfolk.
- 18.2. The consultant has completed the work on the conservation area pilots (Wymondham, Trowse, Stoke Holy Cross). The conservation team planned to carry out the public consultation, the next stage, in Qtr 4. This has now been postponed, due to reduced resources, to April to June (Qtr 1 09-10). The Conservation and Design Architect will make a full report on the wider policy framework for conservation to the next PHBE OSC meeting on 02 March.

TOURISM, HERITAGE, ENTERPRISE, CULTURE & CUSTOMER FOCUS

19. Children's Health & Well-being

- NI 54 Services for disabled children (for introduction in 2009-10)
- NI 55 Obesity among primary school aged children in Reception Year
- NI 56 Obesity among primary school aged children in Year 6
- NI 57 Children and young people's participation in high quality PE and sport
- NI 110 Young people's participation in positive activities
- NI 199 Children and young people's satisfaction with parks and play areas (for introduction in 2009-10)
- 723 Total number of children attending holiday schemes

- 19.1. The service has been successful in applying for £2,000 to establish a new disability focused sports club along the lines of Deaftastics.
- 19.2. The Swim School booking process has been completely reviewed and improvements made to the administration. A web-based booking system was introduced in December in time for re-booking. Approximately two thirds of people re-booking did so on-line.
- 19.3. We are promoting the Community Sports Achiever Awards extensively and we are expecting to make 70 awards to young people in 2008-09.
- 19.4. The Play Area Information Day was held in January to inform parishes about potential funding, equipment and how to consult with local communities.
- 19.5. South Norfolk Youth Action (SNYA) has been involved in numerous activities in the third quarter including participation in recruitment interviews, My Place and political speed dating, young people as police trainers, commenting on strategies and planned a Comedy Workshop and Out Loud music event.
- 19.6. In the third quarter, 46 certificates were awarded to young people for Personal Challenge, 55 certificates for Working with others and 52 certificates for Making a Difference in your Community.
- 19.7. In total this quarter, 133 young people gave 892 hours of their time.

20. Adult's Health & Well-being

- NI 8 Adult participation in sport and active recreation
- NI 119 Self-reported measure of people's overall health and well-being
- NI 121 Mortality rate from all circulatory diseases at ages under 75
- NI 123 Stopping smoking
- NI 137 Healthy life expectancy at age 65
- 719 Customer attendance at council leisure centres
- 720 Number of volunteer hours given with Leisure, Culture & Countryside
- 721 Number of passport to leisure uses
- 724 Number of holiday programme attendees using Passport to Leisure

- 20.1. The results for NI 8 Adult Participation in Sport depend upon the Active People Survey and the results for 2008 are very encouraging.

- 20.2. Of the people surveyed, 25% say that they are taking part (on at least 3 days per week) in moderate intensity sport and active recreation for at least 30 minutes continuously in any one session. This has increased 4% since the last survey in 2006 and is the best result in Norfolk.
- 20.3. In 2008-09, South Norfolk has more than doubled the numbers of people giving up an hour or more of their free time a week to support sport. This is the biggest single improvement of any council area anywhere in England. This makes the Council the fifth best performing in the country for volunteering in sport.
- 20.4. As part of the Leisure Centres refurbishments, the new cycling studios were launched on December 3rd. The number of classes at Long Stratton LC has risen from 16 to 48 and at Wymondham LC from 36 to 60. Future work includes the refurbishment of the Sauna, Steam and Spa at Diss.
- 20.5. Customer attendance at South Norfolk Leisure Centres at the end of the first nine months is 375,000 against a target for the year of 520,000. There is an increase traditionally in the 4th quarter.
- 20.6. We have developed with the NHS Norfolk coordinator a 12 week programme of subsidized 1:1 coached activities in leisure centres for individuals referred by GPs. The target group is individuals with health or mental health issues.

21. Economy

NI 79 Achievement of Level 2 qualification by the age of 19
NI 117 16 to 18 year olds who are not in employment, education, or training (NEET)
NI 166 Median earnings of employees in the area
NI 171 New business registration rate
722 Visitor enquiries at the Tourist Information Centre

- 21.1. The Greater Norwich Economic Strategy (drafted) is a partnership between SNC, Broadland DC, Norwich CC and Shaping the Future. SNC and Broadland DC will be focussing on the rural element of the strategy.
- 21.2. The Prince's Trust has made a commitment to engage young adults in South Norfolk and assist them in developing businesses or self employment.
- 21.3. Agreement about the Waveney Valley project has been finalised between EEDA, Norfolk CC and SNC. £ 3.5 million has been awarded through the Rural Development Programme for England. A Local Area group has been established by partners. Match funding to be secured.
- 21.4. See para. 6.1 for Fit for Business event. 50 publicans attended conference organised by Scrutiny Pub Task Force. Issues identified for further consideration include business rates, Welcome Host Training and Pub of the Year Award.

- 21.5. The team is introducing a Business Support Simplification Programme (BSSP). This is funded through EEDA and will require all projects with a business support element to be BSSP compliant and branded.

22. Cultural Activities

NI 510 Participation in cultural activities

- 22.1. South Norfolk Festival of the Arts 2009. See para. 3.3
- 22.2. Cultural Olympiad. The Festival Network Plan has been agreed by the Festival Network Group with the main activities to be delivered 2010-12.
- 22.3. Festive Fusion. The service packaged and promoted Christmas activities across the district. 10,000 Festive Fusion brochures were distributed. Over 8000 people attended 3 light switch-on events including performances of music/street theatre/ice sculpture. Local producers promoted and £300 advertising income generated.

23. Conclusion

- 23.1. The trends regarding the economic downturn we noticed in the second quarter have continued. Planning applications are down 10% over the same period last year, reducing the council's income. The number of benefit claimants is escalating fast. There was a 36% increase in the third quarter over the same period last year and the proportion of claimants of working age is rising.
- 23.2. Further e-government initiatives are enabling us to work faster and more efficiently. The introduction of the on-line Web Payment System and Automated Touch-phone Payment System improves the service for customers and reduces staff time and costs in receiving payments in this way
- 23.3. At the end of the third quarter, the number of days lost to sickness absence per FTE was fewer than 4 days, the lowest we have recorded against a sickness indicator at this stage.
- 23.4. In general the speed and care we display when responding to customers, however they contact us, is excellent. Our testing, however, shows there are inconsistencies and these need to be addressed.
- 23.5. The performance report is now a very comprehensive document enabling the Overview Scrutiny Committees (OSC's) to look at their respective areas

in greater detail. In order to save resources, we are recommending that Members bring their Cabinet Papers, containing the latest performance report, to the OSCs when performance is discussed.

Corporate Implications

Risk

The new-style performance report, with its focus on outcomes, reduces the risk of a poor CAA assessment.

Financial

The report notes the impact that the economic downturn is having both on reduced levels of income and the increased demand for services such as benefits.

Legal

There is a new 'duty to cooperate' over achievement of the Local Area Agreement targets. There are several instances of partnership working in this report which demonstrate our commitment to that.

Environmental

See para.10 Quality Environment

Equalities

See para. 4.10

Biodiversity

See para. 18 Conservation Management

Crime Reduction

See para. 7 Anti Social Behaviour and Crime