

Portfolio Plan Report - Tuesday, 23rd November 2010

Portfolio Plan
Housing, Infrastructure & Planning

Portfolio Holder
Cllr Janette Ackerley

Head of Service
Brett Culpin
Norman Proudfoot

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
HIP 01 Develop and launch the landlords accreditation service and a planned membership programme to ensure the success of the scheme	Sep 10 - On Track (23)	80%	4 landlords have signed up to the accreditation service so far. At a recent Landlords Forum the Health and Enforcement Team Leader gave a presentation to over 80 landlords to advise on the assistance available in the new Private Sector Housing Renewal Policy.	Thu-1-Apr-10	Thu-31-Mar-11	Elaine Bird
HIP 02 Input to Public Examination of Partial Review of the East Midlands RSS	(none)	0%	RSS has been abolished - no need for this indicator any longer.	Tue-1-Jun-10	Tue-31-Aug-10	Stephen Pointer
HIP 03 Introduction of Private Sector Housing Renewal Policy and provision of the relevant assistance for appropriate homeowners, tenants and landlords	Sep 10 - Under control (22)	75%	The new housing renewal policy is now in operation. Staff from the Home Improvement Agency and HDC have received training on the new policy and a list of Independent Financial Advisors and Valuers has been developed. Inspection already carried out on properties suitable for inclusion in the scheme.	Thu-1-Apr-10	Thu-31-Mar-11	Elaine Bird
HIP 04 LDF (Allocations DPD) progressed from initial Sustainability Appraisal to Pre-submission (Preferred Options) DPD consultation	Not Started (40)	0%	Will not now commence until after Core Strategy hearing - Summer 2011 Formal options consultation will take place in early 2012. Executive to consider report on programme in December 2010	Thu-1-Apr-10	Thu-31-Mar-11	Stephen Pointer
HIP 05 LDF (Core Strategy) submission document to be progressed through public examination to adoption	Sep 10 - Behind target (21)	60%	Hearing planned for June 2011 with adoption later in 2011. Towards a Final Draft document issued in October 2009. The Leader of the Council and the LDF Task Panel agreed to defer consideration of the Pre Submission Draft until Summer 2010 to enable additional evidence on transport to inform the final decision on distribution of development. Further post election coalition announcements including revocation of RSS required Council	Thu-1-Apr-10	Thu-31-Mar-11	Stephen Pointer

			response - agreed in summer 2010. Submission draft Core Strategy approved September 27th by Council. Public consultation starts October 15th for 10 weeks.			
HIP 06 LDF Developer Contributions SPD published in draft form, consulted upon and work commenced on final draft for adoption	Not Started (40)	0%	The developer contributions policy in the Core Strategy is being prepared and will be the basis for the policy. The SPD will be published in draft form following submission of the Core Strategy in January 2011. The final draft will depend upon the outcome of the Core Strategy during 2011 and is expected to be adoption before the end of 2011.	Sat-1-May-10	Thu-31-Mar-11	Stephen Pointer
HIP 07 Participate in a Countywide Group to improve the consistency and response time for Disabled Facilities Grant applications	Sep 10 - Under control (22)	60%	Phase One of the project has been completed to establish base line information and to identify areas of further work and consideration. For Phase Two a consultant has been appointed to look at implementing the recommendations identified in Phase One. task groups have been set up to progress the recommendations and officers from HDC sit on two of these groups looking at setting service standards and communication issues and for the procurement of equipment and building works	Thu-1-Apr-10	Thu-31-Mar-11	Elaine Bird
HIP 08 Progress CLG funded feasibility work on scope for partnership based shared service delivery of Choice Based Letting with other Leicestershire HMA LA's through to implementation	Sep 10 - On Track (23)	80%	Due to complete end of year	Thu-1-Apr-10	Fri-31-Dec-10	Stephen Pointer
HIP 09 To draw up an exit strategy for the Enhanced Housing Options project that is funded up to end March 2011	Not Started (40)	0%	This will be influenced by outcome of business plan process which will set priorities for 2011/12. The strategy will be influenced by what is affordable and what the Council is statutorily required to provide.	Thu-1-Apr-10	Thu-31-Mar-11	Stephen Pointer

Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
EIA Developer Contributions SPD	Not Started (40)	0%	to be started in third quarter	(not specified)	(not specified)	Stephen Pointer
EIA LDF (Allocations DPD) up to pre-submission (Preferred Option) DPD stage	Not Started (40)	0%	Work be be deferred until 2011/12 based on revised timing of Allocations DPD publication.	(not specified)	(not specified)	

Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of Service
HIP01 Lack of available land for critical development and potential resistance to	8	2 - Marginal	4 - Significant	HIP1 Annual Monitoring Report to LDF. LDF Core Strategy	Brett Culpin

release land for development						
HIP02 Need to co-ordinate a detailed, comprehensive response to major new development.	9		3 - Critical	3 - Low	HIP2 Early engagement with developers, key internal staff and Members.	Brett Culpin
HIP03 Failure to deliver affordable housing through planning system	12		3 - Critical	4 - Significant	HIP3 Review of HDC Affordable Housing policy as part of drawing up LDF Developer Contributions SPD	Brett Culpin
HIP04 Political Decision-making with regard to LDF - politically contentious issues requiring unforeseen procedures to resolve	12		3 - Critical	4 - Significant	HIP4 The timetable for the production of documents allows for the implementation of the Council's approved internal process arrangements.	Sue Smith
HIP05 Revisions to national and regional planning policy and the Sustainable Community Strategy.	8		2 - Marginal	4 - Significant	HIP5 Council's Development Plan Documents to be in general conformity with new or revised national & regional planning policy.	Brett Culpin
HIP06 Competing priorities for Homes and Community Agency funding	12		3 - Critical	4 - Significant	HIP6 Engagement with HMA partners on clear articulation of sub-regional visions and strategy for HMA to meet HCA requirements	Brett Culpin
HIP07 New or revised procedural requirements to LDF	8		2 - Marginal	4 - Significant	HIP7 LDF team remains in close contact with GOEM & DCLG	Brett Culpin
HIP08 Parish Councils refuse to support rural affordable schemes	6		2 - Marginal	3 - Low	HIP8 Use Protocol with Parishes which refers to circumstances when local agreement is not possible	Brett Culpin
HIP09 Competition from Approved inspectors causes loss of work	8		2 - Marginal	4 - Significant	HIP9 Consider offering better level of service than competitors	Brett Culpin

Indicator		Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
LPI 101 HOUSING STRATEGY No. of units for which funding is secured THIS INDICATOR WILL BE REPORTED ANNUALLY		Above Target	Stephen Pointer	75, Jun 10/11 = 106
LPI 104 HHS % of home seeker registration forms input on register within three working days of receipt.		On Target	Ann Ball	95.99, Sep 10/11 = 95.15%
LPI 105 (formerly BV106) - New Homes on Previously Developed Land ANNUAL INDICATOR REPORTED AT END OF YEAR			Stephen Pointer	83, Sep 10/11 =
LPI 107 Satisfaction with Planning service		Above Target	Adrian Eastwood	87, Oct 10/11 = 89%
LPI 109 (formally)BV213 - Housing Advice Service: preventing homelessness		Above Target	Ann Ball	7, Sep 10/11 = 9
LPI 110 (formally) BV214 - Repeat Homelessness		On Target	Ann Ball	2, Sep 10/11 = 1.00%
NI 154 Net additional homes provided			Stephen Pointer	Q2/10/11 =
NI 155 Number of affordable homes delivered (Linked to LAA)		Below Target	Stephen Pointer	Q2/10/11 =
NI 156 (PSA 20) Number of households living in temporary accommodation			Stephen Pointer	0, Q2/10/11 =

			Ann Ball	
NI 157(i) Processing of planning applications - majors (Cumulative)		Above Target	Adrian Eastwood	Q2/10/11 = 87.50%
NI 157(ii) Processing of planning applications - minors (Cumulative)		On Target	Adrian Eastwood	Q2/10/11 = 78.74%
NI 157(iii) Processing of planning applications - others (Cumulative)		On Target	Adrian Eastwood	Q2/10/11 = 90.25%
NI 159 Supply of ready to develop housing sites (Quarterly)			Brett Culpin	
NI 197 Improved local biodiversity			Stephen Pointer	

Portfolio Plan Report - Tuesday, 23rd November 2010

Portfolio Plan
Community Engagement, Cohesion & Wellbeing

Portfolio Holder
Cllr Paul Bremner

Head of Service
Beverley Jolly
Brett Culpin
Matthew Bradford
Norman Proudfoot
Peter Rowbotham

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
CEC 01 Agree an action plan to implement the requirements of the Single Equality Bill	Sep 10 - On Track (23)	10%	Management Team have been briefed on the requirements of the Act and a plan of action for service areas is being drawn up. Relevant Officers attending briefing sessions.	Sun-1-Aug-10	Thu-31-Mar-11	Richard Ellis
CEC 02 Complete the Phase 3 Children's Centre Building Programme	Sep 10 - On Track (23)	50%	Broughton Astley - Construction in Progress Lutterworth - Construction in Progress Fleckney - Complete Great Easton - Progressing with Village Hall Bushby - Complete	Thu-1-Apr-10	Wed-31-Aug-11	Matthew Bradford
CEC 03 Deliver an improved GP referral scheme to enable citizens to improve their health through a programme of exercise. The target is to have 100 completed referral programmes within the year.	Sep 10 - On Track (23)	25%	The revised exercise referral scheme has been introduced at HLC and LSC. Rather than 30 sessions, a 12 week programme is now in operation. This encourages more frequent usage and behavioural change to ensure the exercise becomes a part of a persons lifestyle.	Thu-1-Apr-10	Thu-31-Mar-11	Jayne Wisely
CEC 04 Deliver Children's Centre services to at least full core offer standard.	Completed (44)	100%	Full core offer standard met.	Thu-1-Apr-10	Thu-31-Mar-11	Matthew Bradford
CEC 05 Deliver the outcomes within the Communications and Consultation Strategy	Not Started (40)	0%	This work can not start until the Strategy has been written and approved.	Sat-1-Jan-11	Thu-31-Mar-11	Rachel Abbott
CEC 06 Organise 2 internal workshops to promote equalities and	Sep 10 - On Track	50%	Equality Officer Post currently vacant. Awaiting appointment of Equalities Officer (shared resource). Equality and Diversity	Thu-1-Apr-10	Thu-31-Mar-11	Richard Ellis

support service areas in implementing the Equality Framework Action Plan	(23)		training workshops for all staff have been provided with a separate workshop for People Managers.			
CEC 07 Participate in the development of the First Contact programme with our LSP partners.	Sep 10 - On Track (23)	50%	Undertaking 6 month review, which will be presented at December LSP meeting.	Thu-1-Apr-10	Thu-31-Mar-11	Tom Day
CEC 08 To implement the revised format for Have Your Say meetings and increase participation by 10%.	Dec 10 - Under control (32)	60%	The Countywide branding of Community Forums has been adopted. A review of the current database has taken place and is now up to date. New Chairs (and in some cases Vice Chairs) have been appointed to each Community Forum and meetings have been held with them to ensure they are comfortable in their role. Work is due to start with the support of LCC on improved attendance at meetings.	Thu-1-Apr-10	Thu-31-Mar-11	Rachel Abbott
CEC 09 To introduce a Parish Charter	Dec 10 - Under control (32)	50%	County Wide agreement now in place. This document has been circulated to the Quality Parish Councils. Awaiting feedback on any requested enhancements for local agreement. Closing date for replies is 13th December 2010.	Sun-1-Aug-10	Thu-31-Mar-11	Rachel Abbott

Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
EIA Vulnerable People and Places Strategy	Planned start later in year (47)	0%		(not specified)	(not specified)	Rachel Abbott

Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of Service
CEC1 Limited resources to support implementation of equality framework action plan as well as establish actions required to implement the Single Equality Bill	8	2 - Marginal	4 - Significant	CEC1 Part-time officer working on equalities to promote understanding within service areas	Beverley Jolly
CEC2 Have Your Say Meetings - Balancing the needs of each partner	3	1 - Negligible	3 - Low	CEC2 Partnership involvement in the process, including agenda setting	Peter Rowbotham
CEC3 Have Your Say - Council reputation damage should partners and/or the Council fail to deliver	9	3 - Critical	3 - Low	CEC4 Plan in place to ensure a range of consultation methods CEC3 Regular liaison with partners.	Peter Rowbotham
CEC4 Failure to ensure that a truly representative cross section of the community are engaged	9	3 - Critical	3 - Low	CEC4 Plan in place to ensure a range of consultation methods	Peter Rowbotham

CEC5 Reduction in funding for the Children's Centre Programme	8		2 - Marginal	4 - Significant	CEC5.2 Horizon scanning to predict and assess impact of possible budget cuts. CEC5.1 Manage work programme within confirmed budgets	Matthew Bradford
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Indicator		Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
NI 008 Adult participation in sport and active recreation (linked to LAA)			Jayne Wisely	
NI 187a Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating - SAP rating below 35 (Quarterly)			Elaine Bird	
NI 187b Tackling fuel poverty - % of people receiving income based benefits living in homes with a high energy efficiency rating - SAP rating of 65 or above (Quarterly)			Elaine Bird	

Portfolio Plan Report - Tuesday, 23rd November 2010

Portfolio Plan
Environmental Service Delivery

Portfolio Holder
Cllr Steve Charlish

Head of Service
Kamal Mehta
Matthew Bradford
Norman Proudfoot

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
ESD 01 Develop and implement the collection of batteries for recycling	Sep 10 - Under control (22)	10%	Battery collection point now in reception.. Containers ordered for other council offices	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill
ESD 02 Develop and implement the collection of textiles for recycling	Sep 10 - Under control (22)	100%	bring sites now have more textile charities, rather than commercial textile out for profit companies	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill
ESD 03 Develop the plastic bottle recycling to extend to 65 sites	Sep 10 - Under control (22)	20%	On target at present, three more banks due to be placed out, further growth depends on availability of sites & funding stream	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill
ESD 04 Ensure that the assessment and subsequent reduction of carbon emissions achieve the Carbon Trust's Carbon Standard	Sep 10 - On Track (23)	50%	The 09/10 emissions data are all available and have undergone a data quality exercise to verify the results. With this information now available it is possible to compare the emissions to the Carbon Trust's Carbon Standard.	Wed-1-Sep-10	Fri-31-Dec-10	Elaine Bird
ESD 05 Evaluate and develop the council's response to the Pitt Review on Flooding	Sep 10 - Under control (22)	20%	A briefing paper for members has been drafted and submitted to Management Board on the District Council obligations for the Pitt Review. Officers are attending the workshop meeting with Leicester City and County Councils, and contacts have been made for the Surface Water management Group.	Thu-1-Apr-10	Thu-31-Mar-11	Matthew Bills

			Communications with Surface Water Management Group and officers at County Council is maintained.			
ESD 06 Following the consultation process publish the Climate Change Strategy and deliver the Year 1 actions from the plan.	Sep 10 - On Track (23)	60%	The draft Climate Change strategy has been updated to include data from the NI 188 work. The project plan has been revised to deliver and publish the strategy. The draft strategy now includes the general information on the effects of Climate Change on HDC, the specific information is being gathered on each service area and it is anticipated that this will be complete by end of October 2010.	Sat-1- Jan-11	Thu-31- Mar-11	Elaine Bird
ESD 07 Implement new food waste collections across the district	Sep 10 - Under control (22)	20%	Up to period 2 over 750 tonnes collected & Participation monitoring in process.	Thu-1- Apr-10	Thu-31- Mar-11	Graham Antill
ESD 08 Investigate and action new ways to increase the Waste Minimisation and Education Programme in conjunction with the Leicestershire Waste Partnership and Harborough District Council objectives. In addition work with Leicestershire Waste Treatment Tender	Sep 10 - On Track (23)	20%	Participation officers calling at households--4 roadshows on recycling completed	Thu-1- Apr-10	Thu-31- Mar-11	Graham Antill
ESD 09 To continue to provide facilities for organised sport for all persons in the community and ensure they are fit for purpose.	Sep 10 - On Track (23)	50%	Winter pitch maintenance has been completed through the grounds maintenance contract. Tennis and bowls facilities maintained through the grounds maintenance contract, and the Sports Turf Research Institute annual report on the quality of the bowls greens has been submitted and the report states that the number 1 green is one of the finest that the inspector has viewed this year. Ongoing autumn maintenance on sports facilities will be undertaken through the integrated contract. Early work with a community group in Oct/Nov 2010 will aim to facilitate a bid for funding to improve the tennis facilities at Welland Park	Thu-1- Apr-10	Thu-31- Mar-11	Matthew Bills
ESD 10 To continue to provide play areas and amenity areas that are available to all in the community for informal recreation and are fit for purpose	Sep 10 - Under control (22)	50%	Weekly inspections are undertaken by FOCSA to ensure that the high standard of maintenance is maintained throughout the District. Officers continue to undertake a play area renovation programme during 2010/2011, with replacement of equipment at Roman Way, Headlands, Moorbarns Lane Lutterworth. Officers also seek to realise opportunities to work with developers to install new play areas where appropriate.	Thu-1- Apr-10	Thu-31- Mar-11	Matthew Bills

			Officers continue to work with Parish Councils to give advice where possible and relaise local facilities for rural areas.			
ESD 11 To continue to work with and support community groups such as HIT/BAIT/LIT, schools and parish councils on clean up projects	Sep 10 - On Track (23)	20%	10 further community litter picks education work in schools ongoing	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill
ESD 12 To deliver the Open Spaces Strategy that will steer provision, maintenance and improvement of open spaces for the next ten years	Sep 10 - Under control (22)	90%	<p>Consulation for Open Spaces Strategy finished in 2009. The document was made available to all members, Parish Councils and officers of the Council for comment. It was also made available and advertised on the website for comment by the wider public.</p> <p>The draft strategy will be rewritten as a second draft, taking into account the comments received. This will be made available to the Open Spaces taske panel for intial comment by the end of September 2010.</p> <p>Final draft completed and with Head of Service. Task Panel meeting to be arranged by committee clerks for early November 2010.</p>	Thu-1-Apr-10	Thu-31-Mar-11	Matthew Bills
ESD 13 To fine tune the Pedestrian Sweeper Schedules To incorporate rural villages	Sep 10 - Under control (22)	40%	period 2 shows a drop in detritus from 18% to 10%	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill
ESD 14 To implement a recycling policy for the council buildings to save resources and increase recycling	Sep 10 - Behind target (21)	0%	working group formed Deputy CEO Leading	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill
ESD 15 To increase the trade recycling services with the emphasis on small businesses	Sep 10 - On Track (23)	0%	Commercial Recycling tonnage up & growing	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill
ESD 16 To monitor the cost of the service and provide the public with a high quality service for Recycling and Refuse	Sep 10 - Under control (22)	0%	Budgets & Contractor invoices Are monitored and Monthly Monitoring reports show underspend	Thu-1-Apr-10	Thu-31-Mar-11	Graham Antill

Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
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Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of
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						Service
ESD01 Not achieving the required reduction in carbon emissions. This would impact on HDC's ability the targets within the Council's carbon management Plan and would impact on the Councils contribution to the LAA	8		2 - Marginal	4 - Significant	ESD1 Actively manage implementation of the Carbon management Plan	Norman Proudfoot

Indicator		Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
NI 185 CO2 reduction from Local Authority operations (linked to LAA)			Elaine Bird	
NI 186 Per capita reduction in CO2 emissions in the LA area			Norman Proudfoot	
NI 188 Planning to Adapt to Climate Change (Quarterly)			Elaine Bird	
NI 191 Residual household waste per household			Graham Antill	
NI 192 Household waste sent for reuse, recycling and composting (Quarterly)			Graham Antill	Q1/10/11 = 62.11%
NI 193 Percentage of municipal waste landfilled		Below Target	Graham Antill	Q2/10/11 =
NI 194a Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations - NOx (Quarterly)			Elaine Bird	
NI 194b Air quality - % reduction in NOx and primary PM10 emissions through local authority's estate and operations - PM10 (Quarterly)			Elaine Bird	
NI 195a Improved street and environmental cleanliness LITTER (linked to LAA)No data until end of Tranche 2 November 2009			Graham Antill	
NI 195b Improved street and environmental cleanliness DETRITUS (linked to LAA) No data until end of Tranche 2 November 2009			Graham Antill	
NI 195c Improved street and environmental cleanliness GRAFFITI (linked to LAA) No data until end of Tranche 2 November 2009			Graham Antill	
NI 195d Improved street and environmental cleanliness FLY POSTING(linked to LAA) No data until end of Tranche 2 november 2009			Graham Antill	
NI 196 Improved street and environmental cleanliness - fly tipping			Graham Antill	

Portfolio Plan Report - Tuesday, 23rd November 2010

Portfolio Plan
Corporate & Customer Services

Portfolio Holder
Cllr Paul Dann

Head of Service
Beverley Jolly
Peter Rowbotham

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
CCS 01 Achieve National Performance Standards for Electoral registration and Elections	Completed (44)	100%	At this stage HDC are meeting all requirements and in some instances exceeding them. The standards are defined by the Electoral Commission.	Thu-1-Apr-10	Thu-31-Mar-11	Richard Ellis
CCS 02 Deliver a Council wide system that records all complaints, compliments and comments	Completed (44)	100%	Report produced and presented to Scrutiny who requested further information. Online form has been produced Workflow produced Feedback sought from Customer Services re form Online form amended based on feedback recieved Email sent to HOS on 26 July 2010 advising of online form, workflow and description Email sent to 3rd Tier Mgrs on 27 July 2010 advising of process etc Email sent to Customer Service staff on 27 July with definitions and examples of what complaints, comments, etc are Final Amendments completed on form Go live date w/c 02/08/10 Communications done through Core Brief, Staff newsletter and Screen Savers	Thu-1-Apr-10	Mon-30-Aug-10	Rem Heezen
CCS 03 Development of Local Land and Property Gazetteer to meet census requirements	Sep 10 - On Track (23)	75%	Queries received from Office for National Statistics (ONS) are dealt with and returned as received. No outstanding issues at present.	Thu-1-Apr-10	Thu-31-Mar-11	Richard Ellis
CCS 04 Implement action plan for member development charter	Long term project (46)	10%	Being dealt with through Member Development Panel which is meeting on a regular basis. Role descriptions have been agreed by political groups and wording of training needs assessment has also been agreed. Political groups have been given the role	Thu-1-Apr-10	Sat-31-Mar-12	Richard Ellis

			descriptions and training needs assessment forms. Currently awaiting return of completed forms. Panel is now concentrating on induction and training of new members in 2011 and it is anticipated that member development charter will be progressed with new councillors following district elections.			
CCS 05 Implement the Cabinet Office Call Centre Standards and work towards Customer Services Excellence award	Long term project (46)	80%	<p>Each area of the Cabinet Office Standards has been broken down and analysis undertaken Action Plan being devised based upon gap analysis undertaken last year. Timescale for Action Plan - Emails sent to three certification boards to arrange a meeting to discuss a route to accreditation. Meetings due to be held 16 and 18 August.</p> <p>Questionnaire sent to all HOS, 3rd Tier Mgrs and Customer Service Staff to gauge their views as to where we are now in order to get baseline data on current perception Meetings held with three certification boards regarding CSE but have been advised that the plan is to work towards CSE Award not to achieve it.</p> <p>Screen savers created to highlight Customer Service Excellence and what it means as a way to bring it to everyone in the Council. The Cabinet Office Standards are split into 25 areas. 24 Have been and are currently being worked on with the exception of cost per minute which has not been started.</p> <p>This is a long term project that is wider than just Customer Services and relies on other data eg, customer segmentation, investment in staff, sufficient resource to meet demands. I am led to believe that Matt Bradford is looking into MOSAIC for customer segmentation but on speaking with him, this currently not moved anywhere. Resource to match demand is very unlikely in the current climate and everything possible is being done to ensure communications between Customer Services and other departments to potentially forecast increased customer contact.</p> <p>This is a long term project that will slip into next year</p>	Thu-1-Apr-10	Thu-31-Mar-11	Rem Heezen
CCS 06 Implement the Customer Relationship Management system with integration to at least one back office system.	Long term project (46)	35%	Meeting with legal week commencing 9th August. Finance in place. Integration is the issue to address.	Wed-1-Sep-10	Thu-31-Mar-11	Rem Heezen
CCS 07 Implementation of a new HR system (Subject to a capital bid)	Sep 10 - On Track (23)	45%	Executive meeting of 21st September approved the delegation of the payroll service to LCC. The HR phase was dependent upon this approval. This will now facilitate access to an integrated HR system. The payroll to be implemented first by Finance followed by thorough set up of the HR side of the system.	Thu-1-Apr-10	Wed-31-Mar-10	Kate Frow
CCS 08 Participate in the shared service programme for Land	Sep 10 - On Track	50%	HDC attending meetings of project group and acting as lead on the 'procedural' stream. Detailed business case for a shared	Thu-1-Apr-10	Thu-31-Mar-11	Richard Ellis

Charges	(23)		service still to be agreed. Loss of income from withdrawal of statutory personal search fee may impact on any business case.			
CCS 09 Prepare and deliver an Action Plan to ensure that the Web Site is developed fully and increases customer satisfaction	Sep 10 - Under control (22)	50%	Using the recommendations produced within the Socitm report, a draft Action Plan has been produced to ensure the website is compliant with Government legislation. Once this Action Plan has been agreed the recommended development work will commence.	Thu-1-Jul-10	Thu-31-Mar-11	Rachel Abbott
CCS 10 Review the arrangements for the Disaster Recovery Site and ensure that this meets the Councils business needs	Sep 10 - Under control (22)	20%	Need to reassess our needs for the existing Disaster Recovery Site. There is budget provision to improve the level of resilience. Internal meeting arranged.	Thu-1-Apr-10	Wed-30-Mar-11	Peter Rowbotham
CCS 11 Revise member induction programme	Sep 10 - On Track (23)	75%	Member Development Panel is meeting regularly.	Tue-1-Jun-10	Thu-31-Mar-11	Richard Ellis
CCS 12 The Web Site software is upgraded to the latest version and integrated with the Council's intranet system.	Sep 10 - Under control (22)	0%	Jadu will be undertaking the upgrade around January 2011. Work is underway to ensure information on the intranet/website is updated/appropriate in readiness of implementation.	Sat-1-Jan-11	Thu-31-Mar-11	Rachel Abbott
CCS 13 To promote HDC as an employer to young people within the district	Sep 10 - Under control (22)	50%	Work has been undertaken to attract modern apprenticeship candidates to HDC. Such posts would not sit on HDC headcount. Each approved vacancy will be looked at to determine if it may be suitable for a modern apprentice. HR will be visiting local schools to enquire about careers fairs.	Wed-1-Sep-10	Thu-31-Mar-11	Kate Frow
CCS 14 To undertake a review of fees and charges to identify and implement efficiency improvements.	Sep 10 - On Track (23)	75%	Assesment made of how fees/charges allocated; whether any benchmarking is involved in the decision making process with other authorities or organizations. Currently investigating opportunities to generate income from discretionary services. Review of progress to date planned with 151 Officer mid July 2010. Meeting with 151 Officer completed - next stage is draft a report with proposals for generating income with review of report planned for mid September. Draft report to Deputy Chief Executive to be submitted 23/09/2010 . Draft reported submitted 29/09/2010 to Deputy Chief Executive who will respond with comments	Tue-1-Jun-10	Sun-31-Oct-10	Jennifer Stephens
To review the workforce planning matrix annually each June so that any issues/gaps can be identified for recommendations in the annual business planning process.	Completed (44)	100%	2 Interviews outstanding - interview dates already planned so that task can be completed within timescale. As of 30/09/10 1 interview outstanding awaiting HOS response/return as asked to be left document to complete electronically. 2010/2011 WFP Matrices completed returned to HR	Tue-1-Jun-10	Thu-30-Sep-10	Jennifer Stephens
To undertake and implement the actions from the workforce planning action plan	Planned start later in year (47)	0%	Awaiting completion of interviews with HoS before an action plan can be devised. Milestone gateway review will be 8/10/2010 as all interviews should have been completed by then for work to start on the action plan. Completed Work Force Planning	Tue-4-Jan-11	Thu-31-Mar-11	Jennifer Stephens

Matrices submitted. Next step is action plan

Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
EIA Land Charges	Dec 10 - On Track (33)	90%		Tue-1-Jun-10	Fri-31-Dec-10	Richard Ellis
EIA Recruitment & Selection Policy	Sep 10 - Under control (22)	50%	Due to further changes with the vetting and barring scheme the draft policy will need to be amended again and the draft EIA will need reviewing.	Tue-1-Jun-10	Fri-31-Dec-10	
EIA Street Naming and Numbering	Dec 10 - On Track (33)	90%		Sat-1-Jan-11	Mon-28-Feb-11	Richard Ellis

Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of Service
CCS1 ICT system failure	12	3 - Critical	4 - Significant	CCS1 ICT Disaster Recovery contract in place.	Beverley Jolly
CCS10 Legal challenge nationally from HIPs providers may require local authorities to provide some of the land charges information free of charge, thereby requiring same level of resources in the service area but with reduced income	15	3 - Critical	5 - High	CCS10 Monitor national position and join in shared services partnership.	Beverley Jolly
CCS11 Destruction/loss of original contracts/agreements/deeds	9	3 - Critical	3 - Low	CCS11 Ensure that the strong room is kept securely locked at all times and that access is controlled. A register of documents taken out and by who should be kept. Consideration given to keeping an electronic copy of completed documents and a Contracts Register	Verina Wenham
CCS2 Loss of data or improper use of sensitive data	9	3 - Critical	3 - Low	CCS2 Include in relevant policies and publicise to all staff and elected members.	Beverley Jolly
CCS4 Reliance on key staff to deliver objectives. Risk of staff absence/turnover. Ability to recruit professional staff	12	3 - Critical	4 - Significant	CCS4 Complete the pay and grading review	Beverley Jolly
CCS5 Data Quality - Incorrect data is supplied to the TEN system	6	2 - Marginal	3 - Low	CCS5 Ensure service areas have data quality procedures in place	Beverley Jolly

CCS6 Data Quality HR - Incorrect data is collected, used or published	9		3 - Critical	3 - Low	CCS6.2 Checking of information, team meetings to raise awareness, better use of IT CCS6.1 Replace current out of date HR ICT system (requires capital funding).	Beverley Jolly
CCS7 Litigation/ tribunal cases as a result of dispute resolution	9		3 - Critical	3 - Low	CCS7 Training needed for managers	Beverley Jolly
CCS8 Employee Relations - Low morale and high turnover & sickness could occur if strategies and legally compliant policies are not in place	9		3 - Critical	3 - Low	CCS8 Review of policies needed	Beverley Jolly
CCS9 Inadequate staffing levels within Land Charges.	6		2 - Marginal	3 - Low	CCS9.1 Continuous monitoring of workload CCS9.2 Participate in shared services project	Beverley Jolly

Indicator		Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
LPI 401 i - Standard Searches within 10 Days		Above Target	Richard Ellis	100, Oct 10/11 = 100.00%
LPI 406 % Customer Satisfaction		Above Target	Rem Heezen	86.75, Oct 10/11 = 83.64
LPI 408 % Satisfaction with website (Govmetric)		Below Target	Rachel Abbott	74.96, Oct 10/11 = 32.24%
LPI 409 % Satisfaction with telephone (Govmetric)		Above Target	Rem Heezen	92.81, Oct 10/11 = 94.66%
LPI 410 % Satisfaction with Face to Face (Govmetric)		Below Target	Rem Heezen	81.53, Oct 10/11 = 74.36%
LPI 411a Percentage of calls answered by the Call Centre within 20 seconds (call logger)		Below Target	Rem Heezen	NEW, Oct 10/11 = 40
LPI 411b Percentage of calls answered by the Call Centre within 60 seconds (call logger)		Below Target	Rem Heezen	NEW, Oct 10/11 = 8
LPI 425 % Satisfaction with the quality of outgoing E Mails		On Target	Rem Heezen	82.86, Oct 10/11 = 86.16%
LPI 701 Percentage of appraisals completed			Kate Frow	99.21, Aug 10/11 =
LPI 702 (formerly) BV12 - Working Days Lost Due to Sickness Absence		Below Target	Kate Frow	0, Oct 10/11 = 7.66
LPI 703 ICT System availability		On Target	Chris James	99.74, Oct 10/11 = 99.80%
LPI 704 Response to Helpdesk calls within 1 hour		Above Target	Chris James	96.97, Oct 10/11 = 97.07%
LPI 705 i (formerly) BV11a - Top 5% of Earners: Women ANNUAL INDICATOR REPORTED AT YEAR END			Kate Frow	

Portfolio Plan Report - Tuesday, 23rd November 2010

Portfolio Plan
Local Business & Enterprise

Portfolio Holder
Cllr John Everett

Head of Service
Brett Culpin
Matthew Bradford
Rob Chambers

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
LBE 01 Develop a brochure to supplement the information available on the area provided by Prospect Leicestershire.	Not Started (40)	0%		Wed-1-Dec-10	Thu-31-Mar-11	Matthew Bradford
LBE 02 Hold a minimum of 3 business networking events to engage local business from all sectors.	Sep 10 - On Track (23)	33%	First Business Networking Event of the year held in June Second Event Planned for November	Thu-1-Apr-10	Thu-31-Mar-11	Matthew Bradford
LBE 03 Make more use of the website to provide information for businesses	Sep 10 - Under control (22)	50%	Work will need to be undertaken through the Business Recession Group meetings to establish if this facility is still required.	Thu-1-Jul-10	Tue-1-Jun-10	Rachel Abbott
LBE 04 Support the delivery of 5 town centre events to increase footfall and bring improved trading to the retail sector throughout the district.	Completed (44)	100%	Town Centre litter pick 15th May Harborough by the Sea 3-4th August National Play day 4th August Arts Fresco September 12th September Italian Market 1-3rd October	Thu-1-Apr-10	Thu-31-Mar-11	Tom Day
LBE 05 To create an electronic network of business contacts to improve communication and consultation with the business sector	Sep 10 - On Track (23)	25%	Work ongoing	Thu-1-Apr-10	Thu-31-Mar-11	Matthew Bradford
LBE 06 To produce 2 updates to the Market Harborough Shopping Guide and investigate the opportunity of	Sep 10 - On Track (23)	50%	Shopping guide refreshed and distributed at Arts Fresco event in September and to local businesses in October	Thu-1-Apr-10	Thu-31-Mar-11	Tom Day

producing a guide for Lutterworth and Broughton Astley							
LBE 07 To take advantage of the Empty Shops Initiative in order to improve appearance of the district to visitors.	Not Started (40)		0%		Wed-1-Dec-10	Thu-31-Mar-11	Matthew Bradford

Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer	
EIA Shopping Guides	Planned start later in year (47)		0%		(not specified)	(not specified)	Tom Day
EIA Town Centre Events	Planned start later in year (47)		0%		(not specified)	(not specified)	Tom Day

Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of Service
LBE01 Prolonged impact of the economic downturn impacting on local businesses	9	3 - Critical	3 - Low	LBE1.1 Regular discussion with local businesses. LBE1.3 Regular events to increase footfall. LBE1.2 Reports to Executive on the impact of the Economic Downturn.	Matthew Bradford
LBE03 Tendency to focus on the Retail Sector throughout the district	9	3 - Critical	3 - Low	LBE3 A strategy for engaging with all sectors needs to be developed.	Matthew Bradford
LBE04 BID receiving a negative impact in Market Harborough	9	3 - Critical	3 - Low	LBE4 Regular dialogue through the BID Project Group.	Kamal Mehta

Indicator	Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
NI 171 New business registration rate (Annual)		Stephen Pointer	
NI 172 Percentage of small businesses in the area showing growth (linked to LAA)		Stephen Pointer	

Portfolio Plan Report - Wednesday, 24th November 2010

Portfolio Plan
Community Safety & Enforcement

Portfolio Holder
Cllr Colin Golding

Head of Service
Norman Proudfoot
Peter Rowbotham

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
CSE 01 Assist in the delivery of CDRP priorities	Sep 10 - On Track (23)	50%	<p>PRIORITY ONE - Violent Crime - Assaults with less serious injury</p> <p>The main activity had been based around quarter one and the world cup/ summer period.</p> <p>Planning is due to commence for addressing this violent crime category for the Operation Christmas Presence due in November and December/January period.</p> <p>Domestic Abuse</p> <p>Domestic abuse victim support data is awaited.</p> <p>The planning work for the two upcoming Domestic Abuse campaigns completed. The first will start at the beginning of October and the second in November.</p> <p>Hate Crime</p> <p>Hate incident figures are awaited from County Council.</p> <p>Two events were attended where a stand was held and literature handed out. One of these was a Play Day and the second was an International Youth Day. The Youth Day provided free international cuisine to attendees to try and encourage people to appreciate other cultures. A hate awareness talk was</p>	Thu-1-Apr-10	Thu-31-Mar-11	Alan Paul

completed to a group of 20 mental health workers who work within the District.

PRIORITY TWO
Anti Social Behaviour

Distraction activities that have taken place this quarter include:

- " 400+ people attended Rock on Rec
- " Boxercise: Fleckney Leisure Centre
- " Play day Welland Park
- " Youth Service Road show at Lutterworth 11th August.
- " Shop front display St Marys Place
- " 36,000 Talkback distributed with CSP insert.
- " Broughton Astley Carnival 52 competition entries/100 spoken to.
- " Drink Safe Stay Safe:
- " 100+ T-shirts distributed to 10 pubs showing world cup matches

Data:

- " 80 Advice /Warning letters
- " 4 new ABCs
- " Dashboard at the end of August - 155 less reported cases than last year.

Police Activity

- " Operation Skulk - 3 males arrested for possession of class A drugs, 3 adults arrested for cultivation of cannabis, both cautioned.
- " London drug dealer arrested for supplying class A heroin and cocaine in Market Harborough town.
- " Drugs estimated value of £3k recovered and cash seized to the same value.

PRIORITY THREE
Acquisitive Crime

Theft from Person

There are now 20 retail outlets in Market Harborough engaged as points of sale for purse bells as a standing arrangement facilitated by the HART Partnership. The

marketing materials have been replaced this quarter to provide a more sustainable facility.

Police operation held at Saddington car boot to respond to increases in thefts of purses wallets.

Officers engaged with the Older Peoples Forum with the support of VASL to provide awareness and crime prevention advice.

This crime is now 17% under target.

19 crimes recorded up to 26.9.10 compared with 23 for the same period last year.

Domestic Burglary

May - Open public event held in Fleckney promoting forensic marking, countryside watch, no cold calling zones, and neighbourhood watch. Outcome was 6 referrals for SMART Water purchased by Parish Council. Parish Council and residents engaged very positively in the scheme.

June - Police operation at Saddington car boot - community volunteers giving away crime prevention items and burglary prevention advice.

August - Operation Skulk. Burglary offender arrested and charged for burglary offences committed.

September - Two burglars in Lutterworth arrested for committing serious aggravated burglary in September - awaiting court hearing.

As part of operation Skulk following burglaries involving insecure premises also in September stolen motor vehicle recovered in Shropshire Place, Market Harborough. Offender

			<p>arrested and bailed with a curfew.</p> <p>Confidence/vulnerable communities- Expand Countryside Watch. Two presentations to introduce countryside watch. A Patch walk held at Arnesby Village.</p> <p>Events completed at Arnesby, Lutterworth & Broughton Astley. Fourteen Smart Water kits distributed.</p> <p>Five new cold calling zones set up. Two hundred additional smart water kits supplied to vulnerable residents.</p>			
CSE 02 Assist in the development of a strategy for preventing re-offending within the Harborough district	Sep 10 - Under control (22)	30%	Simon Doran, probation officer attended the Community safety Partnership Strategy Group on 16th July to present data on re-offending rates in Harborough District to enable commencement of strategy. This is new legislative requirement for the Partnership. Advice being sought from the County Safer Communities Group for a better understanding of the process and the implications.	Thu-1-Apr-10	Thu-31-Mar-11	Alan Paul
CSE 03 Consider the resource implications of the CCTV Strategy and feed into the Business Planning Process for 2011/ 2012	Sep 10 - Under control (22)	30%	<p>CCTV being reviewed as part of the Business Planning Process.</p> <p>All options being considered. Regular item for discussion with Portfolio holder. Draft report being prepared.</p>	Thu-1-Apr-10	Thu-31-Mar-11	Alan Paul
CSE 04 Carry out an audit on all the inspection programmes to ensure that they are clearly risk based	Planned start later in year (47)	0%	Guidance is expected before the end of the year on the National Enforcement priorities which will help inform the audit process for regulatory services and compliance with "Better Regulation. Due to start January 2011	Sat-1-Jan-11	Wed-30-Mar-11	Elaine Bird
CSE 05 Ensure the Scrutiny of the CDRP	Not Started (40)	0%	CSP Scrutiny schedule to be completed by year end, date, content and items for proposed scrutiny yet to be considered., CSP Strategy Group to suggest area of	Mon-1-Nov-10	Thu-31-Mar-11	Alan Paul

			Partnership Scrutiny at its October 22nd Meeting.			
CSE 06 Implementation of the Dog Control Orders under the Cleaner Neighbourhoods and Environment Act 2005.	Sep 10 - Under control (22)	10%	Work is underway on the introduction of Dog Control Orders and the key milestones have been identified. Parish Councils will be consulted and the Regulatory committee will review the	Thu-1-Apr-10	Wed-30-Mar-11	Sarah Greenway
CSE 07 Implementation of the revised Street Trading Policy and determination of an appropriate enforcement programme to ensure compliance.	Sep 10 - Under control (22)	0%	Street trading controls currently operate in certain areas of Market Harborough and Lutterworth town centres, but other areas are unregulated. A report was taken to Scrutiny in 2009 suggesting options to change the existing regime. At that time members requested further information be gathered with regard to charging and that consultation be carried out with parish councils. As a result, consultation with parish councils and existing traders has been carried out, along with benchmarking of fees. A further report will be presented to scrutiny in October, including a draft revised Street Trading policy. Following the Scrutiny meeting of 7th October 2010, members have requested further detail regarding a proposed fee and consultation with ward members. This will be completed and a further report submitted to scrutiny panel at a later date.	Thu-1-Apr-10	Thu-31-Mar-11	Ruth Hollingsworth
CSE 08 Parkmark inspections carried out on 6 main car parks, parkmark award obtained for the Commons car park	Sep 10 - Under control (22)	15%	The majority of assessments have been completed however further work is required to check that both Station Road, Lutterworth and the Commons, Market Harborough Car Parks are likely to achieve the set standard prior to requesting an inspection.	Wed-1-Sep-10	Thu-31-Mar-11	Warren Griffiths
CSE 09 Roll out of environmental enforcement by the parking civil enforcement officers to partnership districts of	Sep 10 - Under control (22)	50%	Generic enforcement is now operating in Harborough DC, Blaby DC and Hinckley & Bosworth BC. Currently awaiting decisions from the two remaining authorities.	Tue-1-Dec-09	Fri-31-Dec-10	Warren Griffiths

Blaby, Oadby & Wigston, Melton and Hinckley & Bosworth						
CSE 10 To increase public awareness of what to do in an emergency	Completed (44)		100%	Leaflets published and Distributed. Articles in Talkback Web Site updated. Note - this is no longer a National Indicator.	Thu-1-Apr-10	Thu-31-Mar-11

Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
EIA Community Safety Plan	Completed (44)		100%	EIA from last year to be reviewed at the DELivery Group meeting due to meet on 13th August. The EIA has been completed and associated actions from the assessment are reflected in the operational plans for the Delivery Group to work on.	(not specified)	Wed-31-Mar-10
EIA Planning Enforcement	Planned start later in year (47)		0%		Mon-1-Nov-10	(not specified)
EIA Public Health Initiatives	Sep 10 - On Track (23)		0%		Mon-3-Jan-11	Tue-1-Mar-11
EIA Taxi Licensing	Planned start later in year (47)		0%		Mon-1-Nov-10	(not specified) Sarah Greenway

Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of Service
CSE1 Risk of further government community safety initiatives taking resources away from existing projects	18	3 - Critical	6 - Very high	CSE 1.3 CDRP monitors Risk Register CSE 1.2 Seek Partner support CSE 1.1 Managed Work Plan	Peter Rowbotham
CSE2 Reduced Community Safety funding from external sources	18	3 - Critical	6 - Very high	CSE2.1 Review of staffing levels & adjust workplan	Peter Rowbotham
CSE3 CCTV - requirements hindered by lack of partner engagement and lack of resources	15	3 - Critical	5 - High	CSE3 Partners engaged through the CDRP	Peter Rowbotham

Indicator	Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
LPI 620 Close case file within 8 weeks where there is no breach of planning control(Category 1)	Above Target	Sarah Greenway	63, Oct 10/11 = 87%

LPI 621 Serve Planning Enforcement Notice within 28 days of instruction		Above Target	Sarah Greenway	100, Sep 10/11 = 100%
LPI 623 To acknowledge all planning enforcement cases within 3 working days (new indicator)		Above Target	Sarah Greenway	NEW, Oct 10/11 = 85%
LPI 624 To carry out a site visit where appropriate within 10 days		Above Target	Sarah Greenway	NEW, Oct 10/11 = 81%
LPI205 Reduce total crime by 3% (LCC Dashboard)		Below Target	Alan Paul	1884, Sep 10/11 =
LPI206 Increase confidence in the Police and the Council dealing with Crime and ASB by 3%		Below Target	Alan Paul	62, Sep 10/11 =
NI 035 Building resilience to violent extremism			Alan Paul	
NI 182 Satisfaction of businesses with local authority regulatory services			Sarah Greenway	72, Q4/10/11 =
NI 184 Food establishments in the area which are broadly compliant with food hygiene law			Ruth Hollingsworth	

Portfolio Plan Report - Tuesday, 23rd November 2010

Portfolio Plan
Asset Management

Portfolio Holder
Cllr Graham Spendlove-Mason

Head of Service
Kamal Mehta

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
AM 01 Bring forward proposals regarding the future of the 104 Northampton Road	Sep 10 - Under control (22)	0%	Further to work undertaken, the Council has been advised by various agents to market the property in an auction. It has been determined through advice that the most appropriate time to advertise in an auction is after Christmas - in February. Therefore, the property is going to be put into an auction in February 2011.	Thu-1-Apr-10	Fri-31-Dec-10	Kamal Mehta
AM 02 Bring forward proposals regarding the future of the Naseby Square/Newcombe Street ex garage site	Sep 10 - Under control (22)	0%	Continuing to identify potential partners	Thu-1-Apr-10	Thu-31-Mar-11	Kamal Mehta
AM 03 Create a costed Asset Management Plan for the council's key assets in respect of future maintenance	Long term project (46)	0%	This work is underway.	Thu-1-Apr-10	Thu-31-Mar-11	Kamal Mehta
AM 04 Implementation of the relevant elements of the Carbon Management Plan in respect of the Council's assets.	Sep 10 - Under control (22)	60%	Quote recieved for the installation of solar pannels to supply hot water. Funding secured for installation during 2010-11. Required reduction in carbon emmissions acheived in 2009/10 so continuing with the work from the just one group.	Thu-1-Apr-10	Thu-31-Mar-11	Elaine Bird
AM 05 Ongoing work on options regarding Council offices, Lutterworth Area Service Shop and Market Hall .	Long term project (46)	0%	Work on the council Offices continues. The Pre-Qualification Questionnaires (PQQS) have been evaluated and the project is moving into the next stage of the Competitive Dialogue Procurement Process. A Briefing Note has been published. The Lutterworth Area Service Shop is planned to be vacated in January 2011.	Thu-1-Apr-10	Thu-31-Mar-11	Kamal Mehta
AM 06 Oversee the delivery of Harborough Innovation Centre.	Sep 10 - On Track (23)	25%	Turf Cutting took place on 18th August 2010. Construction has now commenced on the Innovation Centre (2.8.10) and is running on programme. Practical Completion of Innovation Centre will be in 24th June 2010, with Occupation from 4th July 2011.	Thu-1-Apr-10	Mon-4-Jul-11	Sue Smith

			<p>Construction for Complementary Building commences on 1st November 2010 with Practical Completion on 9th May 2011.</p> <p>Work to secure Management Company to commence 6th September 2010. OJEU Notice to be posted 29.11.10. Receipt of tenders to be by 31.1.11. Contract to be offered in March 2011.</p>			
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Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
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Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of Service
AM01 Downturn in the property market or the overall economic climate	18	3 - Critical	6 - Very high	AM1 By re-evaluating the strategic options regarding the existing buildings;	Brett Culpin
AM02 Not benchmarking and setting property performance measures	6	3 - Critical	2 - Very Low	AM2 Identify and maintain resources to develop the performance and benchmark measures	Kamal Mehta

Indicator	Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
LPI 302 Total Annual Management Costs per Square Metre of Building Floor Area (£)		Matthew Bills	
LPI 303 Total Repair & Maintenance Costs per Square Metre of Building Floor Area (£)		Matthew Bills	
LPI 304 Total Energy Costs per Square Metre of Building Floor Area - Gas, Electricity & Oil (£)		Matthew Bills	
LPI 305 Total Water Costs per Square Metre of Building Floor Area (£)		Matthew Bills	
LPI 306 CO2 Emissions per Square Metre of Building Floor Area (tonnes)		Matthew Bills	
LPI 307 Average Square Metres per Employee in Operational Office Buildings		Matthew Bills	
LPI 309 % of Assets that Comply and are Able to Comply With DDA		Matthew Bills	

Portfolio Plan Report - Tuesday, 23rd November 2010

Portfolio Plan
Finance

Portfolio Holder
Cllr Graham Spendlove-Mason

Head of Service
Matthew Bradford
Rob Chambers

Planned Portfolio Action	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
FIN 01 Implementation of recommendations from "Delivering Efficient Customer Services Review" of Revenues & Benefits	Sep 10 - Under control (22)	80%	New forms are in the process of being developed & some are already in use. Paperless Direct Debit is in use and in the process of being rolled out across back office and customer services.	Thu-1-Apr-10	Mon-31-Jan-11	Leigh Butler
FIN 02 Introduce the facility for sundry debtors to pay by direct debit by the end of 2010/11.	Completed (44)	100%	Recurring payments (Lifeline/Trade Waste) have the option to settle by Direct Debit.	Thu-1-Apr-10	Thu-31-Mar-11	Steve Smith
FIN 03 Review the methods of payment accepted by the Council, with a view to increasing the take up of direct debits for Council Tax to 75% by the end of 2010/11, and 85% by the end of 2012/13	Sep 10 - Under control (22)	20%	Percentage of DD payers for Council Tax is 66.74% as at 30/9/2010 number converted to DD from April is 718 Percentage of DD payers for Non Domestic Rates is 55.30% as at 30/9/2010 number converted to DD from April is 38	Thu-1-Apr-10	Thu-31-Mar-11	Leigh Butler
FIN 04 Secure a solution for payroll provision	Completed (44)	100%	Members approved delegation of Payroll function to Leicester City Council on 21 September 2010.	Thu-1-Apr-10	Thu-30-Sep-10	Steve Smith

Planned Equality Impact Assessment	Status	% Complete	Progress	Predicted Start Date	Predicted End Date	Lead Officer
EIA Corporate Debt Policy	Carried forward (45)	0%	There is a current Corporate Debt Policy in place	Tue-1-Feb-11	Thu-31-Mar-11	
EIA Housing/Council Tax Benefit Overpayments Policy	Sep 10 - Under	90%	HB/CTB Overpayments Policy will be discussed at scrutiny panel on 11th Nov 2010	Wed-1-Sep-10	Fri-1-Oct-10	

	control (22)					
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Risk	Risk Score	Impact	Likelihood	Mitigation Plan	Lead Head of Service
FIN01 Breach of statute for Council Tax and Business Rates	8	4 - Catastrophic	2 - Very Low	FIN1 Ensure that procedures adhere to statute and monitoring arrangements are in place and followed	Matthew Bradford
FIN02 2010/11 Accounts not compliant with new SORP and International Financial Reporting Standards.	6	2 - Marginal	3 - Low	FIN2 Effective ongoing dialogue with/feedback from external auditors.	Rob Chambers
FIN03 Data Quality	6	2 - Marginal	3 - Low	CCS5 Ensure service areas have data quality procedures in place	Rob Chambers

Indicator	Last Target Status (October)	Indicator Owner	Previous year outturn and latest value
LPI 504a (formerly) BV009 - Percentage of Council Tax Collected	On Target	Leigh Butler	68.222, Oct 10/11 = 68.28%
LPI 505a (formerly) BV010 - Percentage of Non-domestic Rates Collected	Above Target	Leigh Butler	68.4756653225806, Oct 10/11 = 71.75%
LPI 508 Level of Sundry debtors arrears	Below Target	Leigh Butler	1.95, Sep 10/11 = 1.35
LPI 514 Level of overpaid benefits arrears at year end	Above Target	Leigh Butler	0.34, Oct 10/11 = 0.38
LPI 517 Fraud Investigations	Above Target	Leigh Butler	0, Sep 10/11 = 40
LPI 505b Level of NNDR arrears at year end	Above Target	Leigh Butler	0.68, Oct 10/11 = 0.76
NI 179 Value for money - total net value of ongoing cash-releasing value for money gains that have impacted since the start of the 2008-09 financial year (Quarterly)		Rob Chambers	
NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Below Target	Leigh Butler	15.86, Aug 10/11 = 23.31