

Regional Enterprise – Q1 2015/16

1. SUMMARY

1.1 DELIVERY UNIT DASHBOARD

Financial	
Projected year-end revenue budget variance	Capital actual variance
241	3,165

Performance	
Green rated	51
Green Amber rated	1
Red Amber rated	1
Red rated	0

1.2 TOP ACHIEVEMENTS AND ACTIONS

Top 3 Achievements

The Construction Industry Council (CIC) accepted the Building Control Service's application to become an Approved Inspector (AI). This will allow the business unrestricted access to compete for the provision of all types of building regulations work anywhere in England and therefore is a significant opportunity. The Planning Service has also secured a commission to undertake pre application advice work for Bromley's Local Planning Authority. This follows on from planning appeal work carried out for the London Borough of Bromley last year and is testament to the growing quality and reputation of the Planning Service being provided to the Authority.

Top 3 Achievements

There were a number of notable successes in the continuing plans to improve tenant conditions in the private rented sector and protect public health in the borough.

The first of these was a successful prosecution of an HMO (House in Multiple Occupation) landlord with full costs being awarded by the court to the Authority. The background to the case concerns the Housing Act 2004 requirement for certain higher-risk HMOs to be licensed. As part of the licensing process these HMOs have to meet certain minimum standards that protect the health and safety of their tenants. In this case and following a complaint from a tenant, the landlords denied that the property required a licence. However an investigation conducted by our Environmental Health Officers found that the property should be licensed and was not. The defendants entered guilty pleas and the court imposed fines and awarded costs totalling £10,102.98. This prosecution was particularly timely given that an Authority-promoted 12 week consultation of residents to introduce a potential additional HMO licensing scheme is due to start imminently. If approved this would result in the expansion of the existing scheme to include different types and sizes of HMOs, thereby safeguarding better housing standards for more private tenants across the borough. The publicity generated by the case has enabled a subsequent 'amnesty' to be launched for landlords of HMOs to encourage them to also comply with the regulations without the Authority having to take similar enforcement action. This approach has attracted significant interest and coverage online and in the local press. The amnesty runs until 31st July 2015.

Pest Control

Residents requesting Pest Control services are now able to make payment over the phone through the Re Customers Service Hub compared to the previous service which operated on a cash payment only basis. Initial feedback from customers is positive and will continue to be monitored.

Recently the service was recognised by Enfield Council (Enfield has ceased providing this service) as an alternative high quality provider of Pest Control services with the service receiving twelve customers from Enfield in the first month. We are optimistic that the service will grow by providing a service to residents outside of the borough and continue to provide excellent services to our local residents.

Food Safety Team

The Food Safety Team was successful in securing orders against two premises in Barnet where food safety concerns were raised.

The first premises was a food takeaway which was formally closed following an investigation by the team which uncovered a mouse infestation, no disinfection of food contact and hand contact surfaces, an inadequate supply of hot running water, poor standards of cleaning and inadequate pest proofing. The second investigation resulted in a shop in Burnt Oak ordered to destruct a batch of imported palm oil. As part of the investigation the team analysed the contents of the oil which showed hi levels of cancer causing carcinogenic dye, Sudan IV, used in polish and wax.

Both cases received good coverage in the local Barnet papers raising awareness of the teams actions and sending out a clear message that should businesses/retailers be found in breach of health and safety or other trading regulations, Barnet Council in partnership with Re will take all the necessary steps to investigate and prosecute in order to ensure Barnet residents and visitors receive a safe and healthy service from our local retailers and business's.

Noise Nuisance

Following complaints from local residents of regular loud music, the Noise Nuisance Team served an abatement notice which was subsequently appealed by the defendant. The council won the appeal in Willesden Magistrates Court which upheld that the actions of the team in serving the noise abatement notice was correct and appropriate. Costs of £2,000 were awarded to the Local Authority. This decision demonstrated that the quality of investigation and the original actions of the noise nuisance team was robust and stood the challenge of an appeal.

Hendon Cemetery and Crematorium service

Family and friends living abroad or who are unable to travel to the funeral service in person are now able to receive live web streaming of the service following the successful installation of new technology by Re. The new technology is also able to record and store the service which can be viewed on DVD.

Key Challenges	Actions required
<p>A challenge is emerging in the housing market with developers highlighting a growing short term shortage of skills and labour in the London construction market. This has been flagged in previous reports and its impact is important as it is likely to be seen in the slowing down of construction rates and new home completions within the borough.</p>	<p>We are evaluating the specific impact on the Authority and are proposing to utilise a Housing Delivery Grant Fund of £50k to investigate the local housing market, undertake wider evidence gathering within the sector have dialogue with the Construction Industry Training Board (CITB) and extend our liaison with developers and contractors. The Three Year New Homes Completions projected for 2015 – 2017 will then be revisited to see whether these targets are still achievable.</p> <p>An Employment engagement event which developers will attend – “Skills for Growth – developing an effective labour market for Barnet;”</p>

will address the issues raised by these shortages and is planned for July 2015.

1.3 SUMMARY OF THE DELIVERY UNIT'S PERFORMANCE

Of 53 KPIs due to be reported this quarter 51 either met or exceeded their performance targets, which equates to a 96% pass rate for the quarter. A summary of the performance for each service area is provided below:

Planning (Development Control)

- The service's compliance with Planning Application Statutory Timescales consistently exceeded performance targets in every month of quarter one. The service continues to deliver a highly skilled, high quality service to customers and residents of the borough.
- Following agreement of the Policy and Resources Committee for a pilot to be run on a new Planning Premium Service for one year; a newly packaged Fast Track Service launched during this quarter. As at the end of the quarter, demand has exceeded expectations with additional resources now being sourced to meet demand. Demand for the Design Agent service is equally continuing to grow.

Building Control

- The number of decisions made within statutory timescales exceeded the 94% performance target for quarter one (96.2%).

Strategic Planning/Regeneration

- The Regeneration Programme continues to progress in line with the programme with most of the regeneration schemes in Barnet now well into their construction phase.

- With a number of housing completions having been registered during quarter one, Barnet social housing residents are now beginning to move into their newly built homes.
 - 90% of the 71 new social rent homes completed in West Hendon have been occupied.
 - All secure social rent tenants have viewed their new homes at Academy Lane and Stonegrove Spur Road. Responses and feedback generally has been positive; with tenants expected to move in mid-June.

- Initial demolition notices for plots 10, 11, 12 at Grahame Park have been delivered to residents and public notices published. 630 mixed tenure homes will be demolished to make way for 787 new similarly mixed tenure homes. In addition, the plot 3 development was completed in quarter one which included a new J Sainsbury's store that opened on 5 June. 143 new homes including 55 social rent homes have been occupied.

- The key activity for this quarter on several projects has been the decanting of residents in preparation for demolition to enable the building of new homes. This includes Stonegrove Spur Road where the last Barnet Homes tenants moved into their new Family Mosaic homes. The decant of Franklin House and Marriott's Close, West Hendon, have been slightly delayed, but are well underway and scheduled for completion in July 2015. Compulsory Purchase Order (CPO) notices have also been served to affected properties on Brent Cross North and South.

- Decisions are pending on some schemes before they can progress; such as formalisation of the funding grant to facilitate Grahame Park Phase B, decisions by developers regarding their next steps for Granville Road and the Public Inquiry decision for West Hendon. There are also delays in delivering the Stage B Strategic Planning Document for Grahame Park.

- The verification process to confirm the number of New Homes completed in 2014/15 is not yet complete but CLG data (un-verified) recently received indicates that there were a total of 1,108 completions for 2014/15 although local data provides an outturn of between 800 and 1,000 units. Site visits are being undertaken to verify the data and will be reported when available. The rate achieved has been influenced, developers inform, in large part due to the reduction in the availability of labour, despite the buoyancy of the London housing market and off plan sales.

Environmental Health/Trading Standards

- A significant amount of work has been completed in re-inspecting more than 200 empty properties by the Public Health and Nuisance Team and Housing Enforcement Team as part of the Empty Property review. Properties found to be reoccupied following involvement by Re have been removed from the database. Those that remain empty have been risk assessed and prioritised for enforcement action. This information is being shared with the Authority's Council Tax service to ensure the correct Council Tax can be charged for the properties.
- One consequence of the above activity is that the 2015/16 full year target (100 units) set for bringing empty properties back into residential use has been exceeded (118 units) in quarter one. Priority is now being given to the more complicated or time-consuming cases where enforcement action is required and needs to be taken to bring these properties back into residential use. For example; a significant amount of work has gone into preparations for a Public Inquiry scheduled for July 2015 in relation to a Compulsory Purchase Order (CPO) submitted to the Secretary of State for approval. This is the first public inquiry in Barnet for more than 15 years and is in relation to a property requiring a CPO as it has been empty for a long term. Time will also now be spent on reviewing how the work undertaken by the Empty Property team can be more effectively delivered and synergies with other Council departments exploited. A good example of this is the current discussions with Social Services on how to prevent empty properties from falling into disrepair or remaining empty unnecessarily when their occupiers go into care. A high-profile business case has also been drafted outlining how the work completed by the Empty Property Team can be expanded to secure further additional units for use by Barnet Homes and thus reduce out of borough placements.
- In 2015/16 Re will be focussing on delivering the following projects in partnership with Public Health to support Barnet's Joint Strategic Needs Assessment as set out in KPI EH03
 - The **Winter Well Project** is aimed at reducing the harmful effects of cold weather on the health of the people of Barnet, primarily vulnerable people living in owner occupied or privately rented accommodation. £100,000 of funding for the Winter Well 2015/16 project has been provided by the Council in partnership with Harrow Public Health.
 - The **Healthier Catering Project's** objectives are still being finalised. Last year's aims were to persuade businesses to sign up to the Healthy Catering Awards Scheme.
 - The **Tobacco Project aims:**

- To ensure businesses (with a greater focus on Shisha premises) are compliant with the provisions of the smoke free legislation (e.g. only allowing smoking in open air areas).
 - To make sure businesses (with a greater focus on Shisha premises) are compliant with sales legislation – (e.g. are not selling tobacco to the under-aged).
 - To establish the levels of illicit tobacco being sold within the London Borough of Barnet.
- Trading Standards conducted an analysis of their service data and performance which highlighted particular trends in service demand and performance. As a result a Trading Standards Improvement plan has been established and will focus on the following areas:
 - Scams and rogue traders - identifying hotspots within the borough in relation to victims of scams and rogue traders and identifying appropriate interventions.
 - Fair trading – car dealers (in particular in relation to “clocked” cars).
 - Product Safety – electrical product safety.

Cemetery and Crematorium

- 500 cremations have taking place at the end of quarter one. The service expects that it will undertake approximately 1,000 cremations this year given the quarter one out turn compared to the 851 cremations undertaken in 2014/15, this is a 15 % increase.

The service has experienced a decline in Muslim burials this quarter as a result, the service is actively engaging with the local mosques and conducting a benchmarking exercise with other local competitors to ensure the decline is not related to the service provision or cost.

- In June, the Council agreed capital funding of £385,000 for the completion of a required health & safety related works on the site. This includes the completion of the tree programme, fixing of pot holes, footpath repairs, drainage, asbestos removal etc.

Highways Network Management

- £15 million of additional highways maintenance funding has been allocated by the Authority to spend on its Network Recovery Plan in 2015/16. The service is working to successfully implement this plan by closer liaison with the Authority's contractor(s), residents and other stakeholders. The significant increase in planned highways maintenance work (an additional £50 million of funding to be delivered over the next 5 years) will be coordinated alongside the existing levels of reactive maintenance work and current significant utility and developer activity on the highway network. In particular there is a need to avoid unnecessary disruption to road users and minimise delays to the programme by co-ordinating work with that undertaken by utility companies and developers.
- The service has also made significant use of the enhanced features of the EXOR IT system that have bedded down in quarter one; including the issuing of large quantities of electronic work tickets to commission work under the Authority's £15m Network Recovery Plan. In addition, the planning and programming of all Surface Dressing Schemes, some 138 roads, has been completed and the relevant works orders raised.
- Over 180 days of disruption have been saved over the last 12 month period by arranging collaborative road works between utility companies working on the borough's roads through the operation of the Permit Scheme. A change in legislation affecting the administration of the London Borough of Barnet's Highways Permit Scheme also came into effect on 30 June 2015. The regulations which previously enabled the Authority's existing Permit Scheme have been amended to devolve approval for the scheme from the Secretary of State to the Local Highways Authority instead (i.e. The London Borough of Barnet). This has had no impact on the day to day delivery of the service that is intended to minimise road works disruption, improve safety at road works and protect the public investment in the highways.

Highways Traffic and Development

- Several 'drop in' sessions were held during this quarter to offer extra support to schools within the borough prior to the submission to Transport for London (TfL) of their travel plans for STARS accreditation. 88 schools have submitted their travel plans for accreditation; of which 48 have applied for Bronze, 17 for Silver and 23 for Gold star status.
- The promotion of safe cycling within the borough continued in quarter one with 29 requests for adult cycle training being received during May. Re/London Borough of Barnet also signed up for the London Cycle Challenge in June with the initiative

having been promoted to all staff. Six schools have signed up to become new 'Bike It' schools from September 2015 and the service is looking to recruit another six.

Land Charges

- The service achieved an average processing speed of 2.87 days for carrying out Full Official Searches (online and post) measured against a KPI target of 3 days. However, the average processing time during the quarter for completing compiled and uncompiled personal searches missed its performance target due to an increase in the number of requests for searches received during the period (4.64 days and 4.84 days respectively against a 4 day target). However indications at the end of the quarter are that processing timescales are back on track going into quarter 2.

1.4 Delivery unit projects

Change Projects

The following Change Projects are now being reported as part of the wider Transformation Programme – and will form part of the programmes section contained in the quarterly performance reporting document.

Project	Outturn	Direction of Travel	Interventions & Escalations from the project
			Comments and Proposed Intervention
Replacement of 2 cremators with new mercury abatement cremators.	Green	↑	The cremators are now fully installed..
Optimise Housing Revenue Account (HRA) income to support regeneration and other Council priorities	Green	→	The HRA Business Plan is being taken forward through the Council's commissioning planning process as part of the draft Corporate Plan, Budget and Medium Term Financial Strategy (MFTS). The draft Housing Strategy that was considered by the Housing Committee in October 2014 will set the

Project	Outturn	Direction of Travel	Interventions & Escalations from the project
			Comments and Proposed Intervention
			objectives to support growth and regeneration and is due to be finalised in June 2015. The Housing Committee referred the Housing Strategy to Full Council on 28 July. This project transferred back to the Council with effect from 1 July 2015.
Housing Strategy	Green	→	The draft Housing Strategy produced by Re was considered by the Housing Committee in October 2014 and it was agreed that a public consultation could proceed. The consultation is now complete and approval for the final strategy will be sought from the Housing Committee in June 2015. The Housing Committee referred the Housing Strategy to Full Council on 28 July. This project transferred back to the Council with effect from 1 July 2015.

1.4.1 Change projects – Regeneration (Milestone Report)

Project Milestone	Target Date	Outturn	Direction of Travel	Commentary
Brent Cross Cricklewood: Agree Brent Cross Thameslink Station proposal	May 15	G	↑	Outline business case is approved by the Treasury (Central Government). However, a full business case now needs to be approved, which will detail how the £97 million funding will be allocated. The Growth and Regeneration Operations Board (GROB) on 13 March 2015 accepted that Re had completed this milestone as far as was reasonably possible; however it would remain 'open' in the programme until activities by other third parties required to be carried out were completed. Update: On the above basis the milestone has been considered as complete; with a new 2015/16 milestone agreed for BXC Thameslink, "Delivery strategy,

Project Milestone	Target Date	Outturn	Direction of Travel	Commentary
				full business case, and funding agreed” by Dec 2015.
Colindale: Grahame Park Way site land transfer to College	May 15	G	↑	All relevant documentation sealed and in the possession of solicitors awaiting transfer to the college. All document transfers to be undertaken following completion of agreements between Barnet College and Barratt’s (Developers of the existing college site). The Growth and Regeneration Operations Board (GROB) on 13 th March 2015 accepted that the milestone had been completed as far as reasonably possible by Re, but that it would remain open in the programme until activities by other third parties were completed. Update: Milestone fully complete. Actual transfer of land title occurred on 10 June 2015.
Colindale: Agree strategy for Health Provision on the A5 Corridor	May 15	G	→	A revised milestone of “Completion of Colindale Health Strategy options appraisal” by May 2015 has been agreed as a milestone for 2015/16. This “smarter” milestone for the project was agreed at GROB on 13 th March 2015 and has been completed.
Grahame Park: Phase 1b(i) completion (143 homes)	May 15	G	→	91 homes have been completed to date (55 affordable, 36 private); the remaining 52 won’t complete until May 2015. This is not an issue for The Homes and Communities Agency (HCA). The target date for the remaining homes to be completed in May 15 was agreed at GROB on 13 th March 2015. Update: Fully completed in June 2015.
Granville Road: Decant Beech Court	Mar 15	R	→	Update: Decants currently on hold following a planning refusal, but only 3 tenants left to decant. Current PDA requires full decant by Sept 2015. LBB, Re, and DP Mulalley currently in negotiations to extend the PDA and related timescales within it. Summary DPR drafted for LBB CEO proposing PDA extension for stage 1 to 19 March 2017 and Stage 2 until 19 September 2017. Proposed deed of variation for PDA is via a supplementary agreement.
Granville Road: Leaseholder acquisitions	Mar 15	R	→	This milestone is on hold given the refusal of Planning Permission (see above).

Project Milestone	Target Date	Outturn	Direction of Travel	Commentary
Stonegrove Spur Road: Academy Lane completion	Apr 15	G	→	All 6 blocks are now complete and occupied, This milestone has been fully delivered to schedule.

51.4.2 Change projects – Improved Employment Opportunities (Milestone Report)

Project	Date	Outturn	Direction of Travel	Commentary
Lead and facilitate the Skills and Employment Partnership Group to deliver the Skills Enterprise and Employment (SEE) objectives				
Obtain approval for Stonegrove Employment & Training Action Plan.	Jun-15	G	→	This has been completed.
Complete 2015 Qtr. 1 Employment & Training Strategy report for Grahame Park.	May-15	G	→	This has been completed.
Lead and facilitate the Skills and Employment Partnership Group to deliver the Skills Enterprise and Employment (SEE) objectives				
Produce, and present to LBB Entrepreneurial Board, monthly SEE performance and monitoring report.	Monthly	G	→	A SEE report is presented at the Entrepreneurial Board each month.
Social enterprise business hub concept draft specification produced.	Jun-15	G	→	This has been completed and will be continued under a new milestone in Quarter 2

2. Performance

2.1 How the Delivery Unit is performing against its performance indicators

	RAG ratings				Improving or the same	Worsening	No. of indicators expected to report this quarter
	Green	Green Amber	Red Amber	Red			
Strategic	7	1	0	0	2	3	8
Critical	47	1	1	0	15	11	49
Overall	95% (54)	4% (2)	2% (1)	0% (0)	30% (17)	25% (14)	57

No activity has been recorded for nine KPIs during this quarter and these have therefore not been rated (details are available in Appendix 1). A further eight indicators have annual targets and are reported quarterly for monitoring purposes only, Again these have therefore not been rated.

2.2a Performance Indicators that did not meet their target

Appendix A outlines the indicators which have met their target.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
KPI 2.1, 2.2, 2.3NM (Strategic)	Highways defects made safe (composite indicator - KPI 2.1-2.3NM)	Strategic	Apr-June 2015		100%	1363/1367	100%	0.3%		
KPI 2.3 NM	Number of Highways Category 2 Defects Rectification completed on time		Apr-June 2015	88%	100%	856/860	99.50%	0.5%	Improving	2013/14- APSE Performance Network (Wales). Percentage of CAT 2 defects made safe within response times. Bridgend County Borough Council 67% Highest in group 91% Average of Group 59.47% Lowest in group 8.93%

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
TSLKPI02	Appropriate response to statutory deadlines in relation to the Licensing and Gambling Act. Service requests (e.g. applications) dealt with to pre-set standards / Total number of service requests		Apr-June 2015	100%	100%	301/302	99.7%	0.3%	Worsening	Barnet specific indicator.

2.2b Comments and proposed interventions for indicators which did not meet target

Ref No. and Indicator Description	Comments and Proposed Intervention
NMKPI 2.3 Category 2 Defects Rectification Timescales completed on time	860 Cat 2 defects cases were issued to the Authority's contractor during Q1. 99.5% (856/860) performance was achieved against a 100% target. Four cases were completed outside the seven day timescale on an average of one day late. Re will continue to ensure that efforts are aimed at achieving the 100% performance target. Intervention Level 1
TSL KPI 02 Appropriate response to statutory deadlines	This KPI missed its 100% target (achieving 99.7%) due to a single case (301/302). One temporary event notice was logged incorrectly due to human error and as a result the required notifications were not done within timescales (within 24 hours). However, as soon as the error was detected the necessary notifications were completed and there were no negative impacts.

Intervention Level 1

3. Commissioning Intentions

Re provides a contracted service. The Commissioning Group report outlines progress against Commissioning Intentions in the service areas Re provide.

4. Financial

4.1 Revenue

Input by Finance

Description	Variations				Comments	% Variation of revised budget
	Original Budget	Budget V1	Q1 Forecast	Variation		
	£000	£000	£000	£000		
Managed Budgets	1,145	1,145	1,137	(8)		-0.7%
Management Fee	(415)	(406)	(157)	249	More staff than budgeted for have transferred on the contract.	61.3%
Total	730	739	980	241		32.6%

4.2 Capital

Input by Finance

	2015/16 Latest Approved Budget	BF Variance at Outturn	Addition/Deletion at Outturn	2015/16 Latest approved Budget (including 2014-15 slippage)	Additions/ (Deletions) - Quarter 1	(Slippage) / Accelerated Spend - Quarter 1	2014/15 Budget (including Quarter 1)	Forecast to year-end	Variance from Approved Budget	% slippage of 2015/16 Approved Budget
	£000	£000	£000	£000	£000	£000		£000	£000	%
Highways TfL	4,906	1,794	(6)	6,694	201	-	6,894	6,894	1,988	0.0%
Highways non-TfL	21,087	396	(37)	21,446	60	-	21,506	21,506	419	0.0%
Parking	151	30	-	181	33	-	214	214	63	0.0%
General Fund Regeneration	42,428	13,042	(5,000)	50,470	465	(4,978)	45,957	45,957	3,529	-11.7%
Disabled Facilities Project	3,170	183	-	3,353	-	-	3,353	3,353	183	0.0%
Other Projects	4,965	(549)	-	4,416	-	(2,468)	1,948	1,948	(3,017)	-49.7%
Regional Enterprise	76,707	14,896	(5,043)	86,560	759	(7,446)	79,872	79,872	3,165	-9.7%

5. Risk

The following is the 5 X 5 matrix 'heat map' highlighting the number of risks at a Directorate Level and where they are currently rated:

PROBABILITY	SCORE	IMPACT				
		1	2	3	4	5
5	Almost Certain	0	0	1	0	0
4	Likely	0	0	0	1	0
3	Possible	0	0	7	0	1
2	Unlikely	0	0	0	2	0
1	Rare	0	0	0	0	0

Overview

This report shows significant joint Council Re/Risks. Additional risks rated below '12' are also included in the heat map.

A new risk has been escalated for monitoring and relates to Government plans to transfer the provision of Land Registry Services. Two other risks have been demoted or lapsed since the last report following a status review (2014/15 LiP programme- lapsed, Roads and Pavements funding – demoted).

The following risk register lists those risks rated as '12' and above:

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
	4	4	16				4	2	8
AI'S (Approved Inspectors) loss of market share by Building Control to external Approved Inspectors.	Likely	Major	16	<ul style="list-style-type: none"> Direct marketing and promotion are underway to improve customer awareness of Building Control's service capability. Business Development Manager (BDM) targeting high profile customers who will generate the highest income. BDM attending planning pre-application meetings. Improved links with Asset Management and other internal partners. Surveyors encouraged to sign up partners, which will 	Treat	Quarterly	Likely	Minor	8

Risk	Current Assessment Impact Probability Rating			Control Actions	Risk Status	Board Assurance (timing)	Target Assessment Impact Probability Rating		
				secure future income.					
Government plans to transfer the provision of the Land Registry service provided by Land Charges to an overarching external authority.	3	5	15	<ul style="list-style-type: none"> Monitor the debate and progress on Government plans to be able to make an assessment on the full impact of the proposals. 	Tolerate	Monthly	3	5	15

6. Equalities

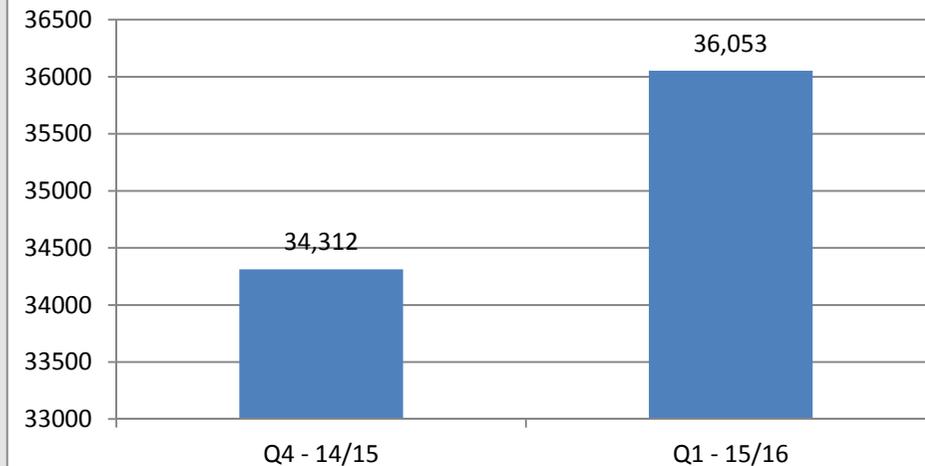
Equalities description	Comments and Proposed Intervention
Overall customer satisfaction with DRS services monitored by protected characteristics	<p>Results from the Authority's Autumn 2014 Residents Perception Survey have been published and the service will consider the results. Beyond the headlines, further analysis of the data is required to understand perceptions at local ward level (where available) and the profile of survey respondents and their experiences of the service. This understanding gleaned from the data will inform service and customer satisfaction improvement initiatives.</p> <p>Further analysis of the data at Ward level is required to understand the local issues and perception among residents of Environmental Health Services. A bi monthly newsletter to Ward councillors has been introduced to increase the visibility and awareness of the services that are being delivered at the local level. The trend from future Residents Perception Surveys will be monitored. Satisfaction levels with the Trading Standards service shows a significant and improving trend.</p>
Improved employment opportunities as measured against Re's delivery of its agreed strategy	<p>Re delivered all of its milestone objectives in quarter 1 against KPI REG050 (Improving Employment Opportunities). For further details please see section 5.2.2 and Appendix 1 of this report.</p>

Equalities description	Comments and Proposed Intervention
<p>Improvement in residents' satisfaction with Barnet as a place to live in, monitored by protected characteristics</p>	<p>Results from the next Residents Perception Survey will be available during the first quarter of 2015/16.</p> <ul style="list-style-type: none"> • 88% of residents are satisfied with their local area as a place to live compared to 87% at the time the Spring Survey was carried out. Satisfaction with the local area remains in line with the Spring survey result and is now six percentage points above the National average.

7. Customer Experience

Customer Experience description	Comments and Proposed Intervention
<p>Re Customer Satisfaction</p>	<p>The 2014/15 reporting year has started with a big increase in call volumes to the Re Customer Hub in the last month of the quarter being recorded – up nearly a quarter at 24%.</p>

Call volumes



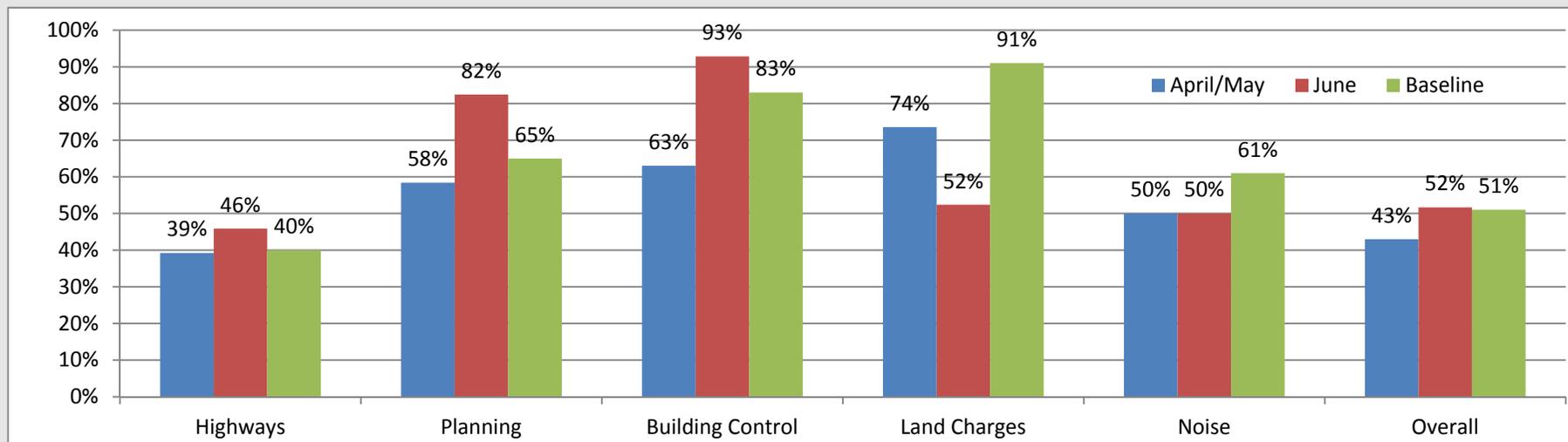
Despite the increase in volume, call answering levels have been maintained at 87% with an average waiting time of 115 seconds. Re's target remains to answer each call within 60 seconds waiting time for the customer and therefore there is still some way to go achieving that target.

Response times to Customers' service requests remains high with 88% of the 6384 service requests responded to within timescales. Members' enquiries also continue to perform well with 95% of the 514 enquiries during the period being responded to within 5 days. The number of response times to complaints remains steady – 73% of the 22 stage one complaints were responded to on-time. A new weekly tracking system being introduced is aimed at improving this figure further in the next quarter.

For those Re services where monthly satisfaction data is collected, the percentage of people scoring the service 4 or 5 for satisfaction (on a scale of 1 to 5) is at 46% for June, against a baseline of 51%. More work is needed in this area to improve customer satisfaction levels and during the next quarter services will be looking at improvement plans aimed at achieving those higher levels of customer satisfaction.

The graph below shows the data for customer satisfaction for the quarter. For services such as land charges, small numbers of responses result in large fluctuations on a monthly basis and it is therefore better to review the data on a quarterly basis. In the graph below, April and May data has been merged together due to the small numbers of responses. Similarly, for some services it has been agreed that surveys will be conducted on a quarterly basis due to the nature of their customer base. In the future, only quarterly data will be presented for reporting purposes within this section.

Customer Satisfaction -% of customers scoring the service a 4 or 5 (on a scale of 1 to 5)



Service Requests, Complaints and Member Enquiries

Quarter One of 2015 saw Re monitor some revised Indicators within Customer Services. This makes some comparisons with reported results from previous quarters less relevant and a performance trend will not start to emerge until we move to Quarter Two. In terms of phone handling statistics; like for like figures are available as shown in the table below.

	Q3 – 2014/15	Q4 – 2014/15	Q1 – 2015/16
% Calls Answered	85%	86%	87%
Average Waiting times	89 Seconds	147 Seconds	115 Seconds

Service Requests

Despite experiencing a continued high volume of service requests in both planning and highways, the service shows a strong performance – with 6,834 logged service requests – with 88% being responded to within SLA targets. This statistic only includes “logged” service requests and does not capture the several thousands of requests that are dealt with at the first point of contact via the telephone.

Complaints

76% of complaints were responded to on time compared to 83% in quarter 4 2014/15. Focus on this activity in Quarter Two will be aimed at improving performance in this area.

Members Enquiries

In terms of responding to members within 5 days, having dealt with 514 enquiries in the quarter Re continues to maintain a high level of performance with 95% of these being responded to within SLA timescales. However, the service recognises that the 5 day SLA turnaround does not mean that, in relation to the high volume highways service requests, the job is done clearly in most cases it is going to take a lot longer than 5 days to provide and close out more detailed or complicated enquiries.

Freedom of Information (FOI) Requests

	April	May 2015	June 2015	Q1
Cases due	44	33	42	119
On Time	42	32	41	115
Overdue	2	1	1	4
% On Time	95%	97%	98%	97%

The high volume and complexity of FOI Requests received by the service continues to be challenging. However, performance levels remain high in responding to these within the required timeframes and efforts continue to achieve a consistent 100% performance.

Appendix A

Performance indicators which have met or exceeded their target.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
KPI EH01 A (Strategic)	Compliance with Environmental Health Service Standards (Priority 2 incidents and service requests) (Total number of cases meeting the target/Total number of cases with a target)	Strategic	Apr-June 2015	97.0%	95%	1508/1574	95.8%	0.8%	Worsening	2013/14 an Qtr 1 14/15 results supplied from LBB survey:- Ealing 2013/14 75.7% Q1 81.5%
KPI EH01 B (Strategic)	Compliance with Environmental Health Service Standards (Priority 1 incidents and service requests) (Total number	Strategic	Apr-June 2015	83.3%	100%	9/9	100.0%	0.0%	Improving	2013/14 an Qtr 1 14/15 results supplied from LBB survey:- Ealing 2013/14 75.7% Q1 81.5%

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
	of cases meeting the target/Total number of cases with a target)									
KPI EH021 (Strategic)	Compliance with Licensing Requirements for Houses in Multiple Occupation (HMOs) - Licenced HMOs meeting legal standards	Strategic	Apr-June 2015	61.9%	60.0%	91/147	61.9%	3.2%	Same	Efforts to obtain benchmarking data continue.
KPI 1.2 NM (Strategic)	Annual Programme relating to Carriageway Resurfacing schemes	Strategic	Apr-June 2015	100.0%	100.0%	21/21	100.0%	0.0%	Same	Barnet specific indicator.
KPI 1.3 NM (Strategic)	Annual Programme relating to Footway Relay schemes	Strategic	Apr-June 2015	100.0%	100.0%	11/11	100.0%	0.0%	Same	Barnet specific indicator.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement level <i>level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
KPI001 (Strategic)	Meet building regulation application within statutory timescales	Strategic	Apr-June 2015	98.7%	94.0%	178/185	96.2%	2.3%	Worsening	Commercially sensitive data (Not possible to obtain data)
KPI001 (A&A) (Strategic)	Compliance with planning application statutory timescales (for major, minor, other applications)	Strategic		76.5%	75.0%	1269/1433	88.6%	18.1%	Improving	Quarter 4 results for neighbouring boroughs according to Data from Department of Communities and Local Govt (CLG): Newham 97% and ahead of neighbouring Boroughs Brent (70%), Enfield (83%) and Haringey (76%).
REGENKPI06	S106 obligations for employment & training	Critical	Apr-June 2015	100.0%	100.0%	2/2	100.0%	0.0%	Same	

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	activities									
CPI 2.2NM	Make Safe within 48 hours all intervention level potholes reported by members of the public	Critical	Apr-June 2015	98.1%	100.0%	1599/1599	100.0%	0.0%	Improving	Barnet specific indicator.
KPI EH02 A	Food Hygiene Inspections (Category A/B/C)	Critical	Apr-June 2015	100.0%	100.0%	41/41	100.0%	0.0%	Same	Efforts to obtain benchmarking data continue.
KPI EH02 Bii	Food Hygiene Inspections (Category C)	Critical	Apr-June 2015	88.7%	85.0%	68/80	85.0%	0.0%	Worsening	Efforts to obtain benchmarking data continue.
KPI EH02 Bii	Food Hygiene Inspections (new businesses)	Critical	Apr-June 2015	91.8%	90.0%	63/66	95.5%	6.1%	Improving	Efforts to obtain benchmarking data continue.
KPI EH02 Ci	Food Standards Inspections (Category A)	Critical	Apr-June 2015	N/A	100.0%	1/1	100.0%	0.0%	Same	Efforts to obtain benchmarking data continue.

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KPI EH02 Cii	Food Standards Inspections (Category B)	Critical	Apr-June 2015	100.0%	85.0%	17/17	100.0%	17.6%	Same	Efforts to obtain benchmarking data continue.
KPI EH02 Ciii	Food Standards Inspections (unrated premises)	Critical	Apr-June 2015	100.0%	90.0%	65/17	382.4%	324.9%	Improving	Efforts to obtain benchmarking data continue.
KPI EH02 D	Food Sampling Inspections (Number of inspections completed/ Number of inspections planned)	Critical	Apr-June 2015	100.0%	100.0%	26/23	113.0%	13.0%	Improving	Efforts to obtain benchmarking data continue.
KPI EH02 F	Implementing Health & Safety Inspection Programme	Critical	Apr-June 2015	110.0%	100.0%	1/1	100.0%	0.0%	Worsening	Efforts to obtain benchmarking data continue.

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KPI EH02 G	Implementing the Animal Welfare Inspection Programme (Number of inspection planned visits completed/Total number of planned visits)	Critical	Apr-June 2015	100.0%	100.0%	2/2	100.0%	0.0%	Same	Efforts to obtain benchmarking data continue.
KPI EH02 J	Known licensable Houses in Multiple Occupation (HMOs) are licensed in a timely manner	Critical	Apr-June 2015	100.0%	60.0%	13/13	100.0%	66.7%	Same	2013/14 and Qtr 1 14/15 results supplied from LBB survey:- Ealing 2013/14 4% Q1 13%
KPI EH02 K	Businesses license applications processed in a timely manner	Critical	Apr-June 2015	94.9%	95.0%	77/78	98.7%	3.9%	Improving	Efforts to obtain benchmarking data continue.
KPI EH05	Improvement in food hygiene in the highest risk premises	Critical	Apr-June 2015	91.7%	90.0%	25/26	96.2%	6.9%	Improving	Barnet specific indicator.

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	(reduction in percentage of food businesses rated as high risk)									
KPI EH07	Reduce unit cost of disabled adaptations without reduction in quality of work to maximise the use of the allocated budget	Critical	Apr-June 2015	£6423	£7500	297452.77/48	£6197	17.4%	Improving	Efforts to obtain benchmarking data continue.
KPI EH08	Safer work places - A higher level of compliance with health and safety legislation in the known most unsafe work places (Number of inspected businesses with health &	Critical	Apr-June 2015	100.0%	75.0%	2/2	100.0%	33.3%	Same	Efforts to obtain benchmarking data continue.

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	safety rating or re-rating of B2 and C /Total number of businesses inspected)									
KPI HCC01	Meeting religious burial requests	Critical	Apr-June 2015	100.0%	95.0%	14/14	100.0%	5.3%	Same	Barnet specific indicator.
KPI KP001 LC	Average time taken to process requests for Full Official Searches (online and post) in Land Charges (days)	Critical	Apr-June 2015	2.14	3.00	4445/1550	2.87	4.4%	Worsening	Barnet specific indicator.
KPI 1.1 NM	Implementation of the Annual programme relating to Highway Safety Inspections	Critical	Apr-June 2015	100.0%	100.0%	1613/1613	100.0%	0.0%	Same	Barnet specific indicator.
KPI 1.6	Implementation of the Annual	Critical	Apr-June		100.0%	1/1	100.0%	0.0%	Same	Barnet specific

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NM	programme of weed prevention		2015							indicator.
KPI 1.7 NM	Implementation of the Annual programme of Gulley Cleansing	Critical	Apr-June 2015	108.1%	92.0%	5314/5670	93.7%	1.8%	Worsening	Barnet specific indicator.
KPI 1.8 NM	Implementation of the Annual programme relating to Bridge Inspections	Critical	Apr-June 2015		100.0%	6/6	100.0%	0.0%	Same	Barnet specific indicator.
KPI 2.1 NM	Number of Highways Emergency Defects Rectification completed on time	Critical	Apr-June 2015	87.4%	100.0%	108/108	100.0%	0.0%	Improving	Barnet specific indicator.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement level <i>level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
KPI 2.2 NM	Category 1 Defects Rectification Timescales completed on time (48 hours)	Critical	Apr-June 2015	96.20%	100.00%	399/399	100.00%	0.0%	Improving	2013/14-APSE Performance Network (Wales). Percentage of CAT 1 defects made safe within response times. Bridgend County Borough Council 97.26% Highest in group 100% Average of Group 90.85% Lowest in group 62.19%
KPI 2.4 NM	Highways Insurance Investigations completed on time	Critical	Apr-June 2015	100.0%	100.0%	97/97	100.0%	0.0%	Same	Barnet specific indicator.

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KPI 2.5 NM	Responses within timescales in dealing with complaints relating to weeds on the public highway	Critical	Apr-June 2015		100.0%	27/27	100.0%	0.0%	Same	Barnet specific indicator.
KPI 2.6 NM	Responses within timescales in dealing with Highway Licence applications	Critical	Apr-June 2015	100.0%	100.0%	57/57	100.0%	0.0%	Same	Barnet specific indicator.
KPI 2.7 NM	Processing of Vehicle Crossover Applications within timescale for providing quotes	Critical	Apr-June 2015	100.0%	100.0%	85/85	100.0%	0.0%	Same	Barnet specific indicator.
KPI 2.8 NM	Construction of Vehicle Crossovers within timescales following receipt of	Critical	Apr-June 2015	96.0%	100.0%	61/61	100.0%	0.0%	Improving	Barnet specific indicator.

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	payment									
KPI 2.10 NM	Response to complaints relating to a drainage malfunction and/or flooding event	Critical	Apr-June 2015	100.0%	100.0%	44/44	100.0%	0.0%	Same	Barnet specific indicator.
KPI 3.1 NM	Timely response to Highways works permit requests (Number of permits answered on time/Number of permit applications received)	Critical	Apr-June 2015	100.00 %	100.00%	3673/3673	100.00%	0.0%	Same	2013/14 Timely response to permit requests, according to LoPS (London Permit Scheme):- Brent – 98.62% Enfield – 99.99% Haringey – 99.81%

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement <i>level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
KPI 3.2 NM	Ensure appropriate conditions are attached to Highways works Permits as per the London Permit Scheme (LoPS) (Total number of permits with appropriate conditions/total number issued)	Critical	Apr-June 2015	100.0%	100.0%	2605/2605	100.0%	0.0%	Same	Barnet specific indicator.
KPI 3.3 NM	Appropriateness of approved and rejected Highways works permits extension requests as per the London Permit Scheme (LoPS) (Total number of appropriate responses/Tota	Critical	Apr-June 2015	100.0%	100.0%	102/102	100.0%	0.0%	Same	Barnet specific indicator.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
	Number granted and refused)									
KPI 3.4 NM	Compliance with chargeable inspection regime to quality-check works on highways (New Roads and Street Works Act)	Critical	Apr-June 2015	513	421	421/421	1	99.8%	Improving	Commercially sensitive data (Not possible to obtain data)
KPI 3.5 NM	Levels of passed and failed Highways works inspections - no more than 15% of the challenges to inspections with a "Failed" decision is upheld (based on the New Roads and Street Works	Critical	Apr-June 2015	0.0%	15.0%	4/75	5.3%	64.7%	Worsening	Commercially sensitive data (Not possible to obtain data)

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target <i>Achievement level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
	Act - NRSWA) (Total number of challenges upheld/total number of failed inspections)									
KPI 3.6 NM	Processing of Section 50 (S50) Highways Works Licences within timescales (as per the Traffic Management Act) (TMA) (Total number of licensing request processed within timescales/total number of licensed requests	Critical	Apr-June 2015	100.0%	100.0%	12/12	100.0%	0.0%	Same	Barnet specific indicator.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement <i>level expected</i>	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
	processed)									
KPI 3.7 NM	Ensuring compliance with Section 74 (S74) and issuing sanctions on Highways works that are non-compliant as per the New Roads and Street Works Act (NRSWA) (Total number of S74 inspections carried out/total number S74 required)	Critical	Apr-June 2015	100.0%	100.0%	1821/1821	100.0%	0.0%	Same	Commercially sensitive data (Not possible to obtain data)
KPI 3.8 NM	Number of interventions from the Department for Transport (DfT) or similar agencies regarding Traffic Manager	Critical	Apr-June 2015	0.0%	0.0%	0/0	0.0%	N/A	Same	Barnet specific indicator.

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	Duties as per the Traffic Management Act (TMA)									
KPI002 (A&A)	Quality Assurance of Planning Developments (% of Appeals Dismissed)	Critical	Apr-June 2015	52.5%	65.0%	19.5/31	65.0%	0.0%	Improving	Efforts to obtain benchmarking data continue.
Pol KPI	Policy Compliance	Critical	Apr-June 2015	30	No more than 40	0/0	0	100.0%	Improving	Barnet specific indicator.
REGENKPI02	Regeneration budgetary and financial controls (% of invoices sent within timescales)	Critical	Apr-June 2015	60.0%	85.0%	1479395.9897/1479395.9897	100.0%	17.6%	Improving	Barnet specific indicator.
REGENKPI03	Delivery of Regeneration projects' deliverables and milestones to meet outcomes and	Critical	Apr-June 2015	100.0%	80.0%	11/11	100.0%	25.0%	Same	Barnet specific indicator.

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	achieve benefits									
REGENKPI04	Improving Employment opportunities – Achieving agreed deliverables and milestones	Critical	Apr-June 2015	100.0%	100.0%	4/4	100.0%	0.0%	Same	Barnet specific indicator.
SPKPI01	Percentage of Strategic Planning Documents completed and signed off by the Authority	Critical	Apr-June 2015	100.0%	100.0%	2/2	100.0%	0.0%	Same	Barnet specific indicator.
SPKPI03i	Percentage of Community Infrastructure Levy (CIL) cases cleared annually - payment of overall CIL obligations by developers to the Authority	Critical	Apr' 15-Mar'16	100.0%	80.0%	31/34	91.2%	14.0%	Worsening	Barnet specific indicator.

Ref	Indicator description <i>Measure of how successful the Council is towards meeting the strategic objectives as set out in the Corporate Plan</i>	Type of indicator	Period Covered <i>Timeframe data has been measured</i>	Previous Result <i>Previous result from the most relevant period</i>	Target Achievement level expected	Numerator and Denominator <i>Relevant number that achieved the level required by the indicator out of total for indicator</i>	Result <i>Most recent result of the indicator measurement</i>	Target Variance <i>A calculation of how far the outturn is from the target</i>	Direction of Travel <i>An assessment of whether performance has improved since the previous results</i>	Benchmarking <i>How performance compared to other councils</i>
SPKPI 03ii	Percentage of Community Infrastructure Levy (CIL) cleared annually – percentage of Top 20 Payments cleared	Critical	Apr' 15-Mar'16	100.0%	90.0%	19/20	95.0%	5.6%	Worsening	Barnet specific indicator.
TSLK PI04	Appropriate response to statutory deadlines in relation to the Licensing and Gambling Act (dealt with to pre-set standards) (Service requests dealt with to pre-set standards/ Total number of service requests)	Critical	Apr-June 2015	98.8%	70.0%	335/343	97.7%	39.6%	Worsening	Barnet specific indicator.

Appendix B

Commitments which have been completed on schedule

Intention	Commitment	When	Status
	The Service Provider will put personal Development Plans in place for the new Customer Service staff including the opportunity to obtain the ICS (Institute of Customer Services) professional accreditation	April 2015	