

**Appendix 1: Directorate
Performance Reports Q3 2016-2017
(October 2016 – December 2016)**

Children's Services Q3
(October 2016 – December 2016)
Director: Alison Jeffery

Children's Services : Quarterly progress report (1)

Function : Early Help and System Transformation (including Troubled Families)

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|-------------------------------|--|--|--|----------------|--|---|
| Commissioning and outcomes framework in place and delivered | | In Progress | On track for completion | Work well advanced and to be complete for end of 2016/17: new detailed performance framework agreed for both health visiting and early help services; clear commissioning responsibilities established | | | |
| Increase in Single Assessment Frameworks | 618 SAFs in 2015/16 | 207 | 135 (28 x SAF assessments and 107 x SAF reviews) | 100 (24 x SAF assessments and 76 x SAF reviews) | Declining | Reduction on 2015/16 | We are concerned about the drop in SAFs. DCS has written to all partners and new monitoring and performance reporting is now in place to ensure services allocate support. This is being kept under close review. |
| Number of trained family key workers | 15 | 15 | 30.1 | Measures to be developed as part of Early Intervention and Prevention framework – new postholder appointed | | | Q1 position reflected only Barnardo's Project Workers. Q2 includes FNP Nurses, Children's Centres' Early Intervention Project Workers and MABS staff working with parents/carers. |
| Number of families receiving targeted Early Help | n/a | Work well advanced and to be complete for end of 2016/17: new detailed performance framework agreed for both health visiting and early help services; clear commissioning responsibilities established | | | | | |
| % of ongoing social care cases with previous targeted Early Help Support | 20% | Six monthly data | | | | | |
| At least 973 families attached to the Troubled Families programme by 31/03/17 | 387 families (March 16) | 434 families (June 16) | 478 families (Sept 16) | 595 families (Dec '16) | Improving | Target number of attachments remains achievable, although this is dependent on increasing the rate of attachment. A strategy is in place to ensure that we meet our target number of attachments and maximise our PbR claims, but it is now highly unlikely that we will reach our PbR target. | |
| At least 309 Troubled Families PbR claims in total to have been made by 31/3/17 | 15 PbR claims made (March 16) | No PbR claims made in Q1 | 15 PbR claims made (Aug 16) | No PbR claims made in Q3 | See commentary | | |

Children's Services : Quarterly progress report (2)

Function : Children's social care – assessment and intervention

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|-------------------|----------------------|--------------------|--------------------|---------------------|-------------------|--|
| Audit activity confirms compliance with MASH “front door” arrangement | Limited assurance | Reasonable assurance | No new measurement | No new measurement | n/a | n/a | Continued audit activity in MASH confirmed measured decision making against threshold criteria. |
| Audit activity confirms that views of/feedback from service users are informing shape of service delivery | 90% | 90% | No new measurement | No new measurement | n/a | n/a | |
| Statutory tasks completed in timely way and to high quality eg. | | | | | | | |
| Initial child protection conferences convened in 15 day timescale | 62% | 61% (30/49) | 88% (51/58) | 82% (76/93) | Overall improvement | Improved | Administrative processes are now in place to improve timeliness of ICPC. This continues to be monitored and whilst there has been a slight decrease this quarter, the annual picture is improved |
| Case in the Public Law Outline and court proceedings are progressed in a timely way, measures through % court cases progressed within 26 week timescale | 47% | 67% (4/6) | 40% (2/5) | 58% (7/12) | Improving | Improved | This is an internal measure that needs to be compared with the data collated by the Court. There is generally an improvement in the figures reported by colleagues from CAFCASS and the Court |

Children's Services : Quarterly progress report (3)

Function : Children's Social Care – Youth Offending Team

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---------------------------|-----------------------------------|-----------------------------------|-----------------------------------|---------|--|---|
| Transformation of YOT – reducing caseloads | 77 | 80 | 73 | 88 | Decline | Within range | Caseload fluctuates between 65 and 80. Q3 has seen a higher number of young people requiring intervention by the YOT. |
| Transformation of YOT – reducing costs | £749,757 annual outturn | £636,800 projected annual outturn | £618,600 Projected annual outturn | £601,500 Projected annual outturn | | | |
| Address first-time entrants to youth justice system (number of first time entrants in the quarter) | 13 | 16 | 17 | 30 | Decline | Work is underway to investigate rise – albeit that numbers are still relatively small. The Q3 figure shows a significant rise on previous quarters which reflects an increase in work across the whole children's social care service. | |
| Reduce reoffending (data from Youth Justice Board – historical periods) | 46% (April 13 – March 14) | 47.2% (Jul 13- Jun 14) | 45.5% (Oct 13 – Sep 14) | Not yet available | n/a | n/a | Re-offending rate is reducing very slightly, but small cohort and older data |
| Reduce use of custody | 1 | 1 | 2 | 2 | n/a | n/a | Custody rate has increased but numbers still very small. |

Children's Services : Quarterly progress report (4)

Function : Looked after children and care leavers

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|---|---|---|---|-----------|-------------------|--|
| Increase number of in-house foster carers | 178 | 190 | 181 | 192 | n/a | n/a | Figures provide a snap shot at the end of each quarter. |
| Reduce reliance on external foster carers (independent providers) | 49 | 51 | 51 | 50 | Steady | Steady | Need to ensure reliance in IFA placements doesn't rise following increase in UASC |
| Ensure relevant and robust sufficiency plan in place | Sufficiency plan updated May 2016 | | | | | | |
| Increase stability in placements | Short-term 15.53% Long-term 54% | Short-term 14.33% Long-term 56.62% | Short-term 14.94% Long-term 60.00% | Short-term 17.05% Long-term 60.87% | Steady | Steady | Work has been completed to understand stability indicator – which reflects positive activity in terms of children returning home and IFA carers transferring to PCC |
| Number of children subject to child protection plans (and compared to statistical neighbours) | 267 | 219 | 216 | 241 | Decline | Increasing | The number of children subject to protection plans increased Q3 which reflects increase in caseload across the whole social care service. |
| Reduced care periods (measured by average days in care) | 0-5 439 days 6-13 1263 days 14+ 2051 days | 0-5 378 days 6-13 1233 days 14+ 1533 days | 0-5 419 days 6-13 1290 days 14+ 1610 days | 0-5 417 days 6-13 1264 days 14+ 1390 days | Improving | Improved | There is a need to monitor this closely and regular reporting arrangements are in place. Whilst the average length of case is decreasing in line with our strategy the numbers of children in case have risen. |

Children's Services : Quarterly progress report (5)

Function : Looked after children and care leavers

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|-------------|--|--|---------------------|--|--|
| Increase in numbers of children registered as privately fostered | 7 | 4 | 3 | 3 | n/a | n/a | Number continues to be low. Will need to review publicity material. |
| Increase in numbers of children returning home from care | 28/128 (21.9%) | 3/32 (9.4%) | 10/65 (15.4%) | 5/26 (19.2%) | Improved proportion | Steady | Q3 position is an improvement on Q1 but more work will be required to exceed 2015/16 figure. |
| Strength and Difficulties Questionnaire (SDQ) scores indicate increased emotional wellbeing | 13.9 (stat neighbour avg 15.0 2014/15) | 14.2 | 14.6 | 14.6 | n/a | n/a | A lower score on the SDQ indicates increased emotional wellbeing and resilience. Higher scores indicate emotional vulnerability. Generally looked after children score higher than the average child |
| Increase in number of SDQs completed | 68.7% | 61.8% | 72.9% | 63.8% | Decline | There is a need to monitor this. A review is underway to understand the drop in Q3 but may reflect number of UASC. | |
| Adequate move-on accommodation available for care leavers | 86% | 83% | 80% | 77.1% | Decline | This shows a slight drop and need to understand this in more detail. | |
| Audit activity confirms strength of care planning and pathway planning arrangements with Through Care Team | 96% | 94% | No further audit activity this quarter | No further audit activity this quarter | n/a | n/a | There is an audit of care planning for teenagers in January 2017 |

Children's Services : Quarterly progress report (6)

Function : Safeguarding monitoring

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-------------------------------|-------------|-------------|-------------------------------------|-----------|-------------------|--|
| Improved practice demonstrated through audit activity | 87% | 90% | 100% | 82% | Declined | | There were 28 audits out of 35 were rated as amber and green and 7 as red. All of the red audits were followed up and additional training is being put in place to improve some practice around child sexual exploitation and to upskill team leaders. |
| Average number of newly-qualified social workers | 19.7 | 19.5 | 15.6 | 17.2 | | | This number has increased a little but remains lower than last year as a result of fewer vacancies this year compared to last. The new figure should help us plot how effective we are at retaining staff beyond two years. |
| Retention of social work staff, measured by % staff employed for over 2 years | Data available from Q3 | | | 64% | | | |
| Number of referrals to Local Authority Designated Officer | 39 | 40 | 32 | 60 | Increased | Increased | There is often an increase in Q3 due to school holidays this period. There has also been some training undertaken with schools this quarter reminding them to contact the LADO. We are investigating further due to the sizeable increase. |
| Number of issues resolved through challenge and escalation process | 6 | 10 | 5 | 6 | n/a | n/a | |
| Number of staff accessing Social Work Matters Skills Academy and feedback | 2 | 0 | 19 | 17 | n/a | n/a | Course started September 2016 – will monitor trend from next quarter |
| Appraise options for IT system that supports case management across social care with interface to Early Help | Underway | | | Options appraisal completed in CSC. | n/a | n/a | Options appraisal is completed with preferred provider |

Children's Services : Quarterly progress report (7)

Function : Education – inclusion

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-------------------|------------------------|--------------------|------------------------|-----------|-------------------|--|
| No. of SEN statements/EHC plans (% of SEN statements/EHC plans) | 935 3.1% | Data not available | Data not available | Awaiting data | Steady | On target | Portsmouth is successfully implementing the SEND reforms – all aspects of this work is included in the SEND Strategy. Progress will be externally assessed via a Local Area SEND inspection to be carried out by Ofsted and CQC (within next 4 years). |
| % of CYP (0-25) transferred from SEN statements to EHC plans | 7.7% | Data not available | Data not available | Awaiting data | Improving | On target | |
| % of new EHC plans issued within 20 weeks (excluding exceptions) | 84% | 80% | 86% | Awaiting data | Improving | On target | |
| % PEPs completed on time | 62% | 83% | 97% | 98% | Improving | On target | |
| % Pathway plans completed on time | 80% | 70% | 80% | Awaiting data | Improving | On target | |
| Overall absence from primary schools (Number in brackets is national average) | 4.3% | Available next quarter | 4% (3.9%) | Available next quarter | Improving | On target | School attendance continues to improve (as overall and persistent absence decrease). |
| Overall absence from secondary schools (Number in brackets is national average) | 6.4% | Available next quarter | 5.9% (5.0%) | Available next quarter | Improving | On target | School attendance remains a key priority, as set out in the Attendance Strategy. Progress is monitored by the Behaviour and Attendance Group (BAG). |
| Persistent absence from primary schools (Number in brackets is national average) | 2.3% | Available next quarter | 9.4% (8.8%) | Available next quarter | Improving | On target | NB Data provided for Q2 and subsequently will be the data available from the most recent SFR. Q2 data = Autumn & Spring 2015/16 |
| Persistent absence from secondary schools (Number in brackets is national average) | 7.3% | Available next quarter | 17.6% (12.3%) | Available next quarter | Improving | On target | |

Children's Services : Quarterly progress report (8)

Function : Education – inclusion

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|-------------------|-------------|-------------|-------------|-----------|------------------------|---|
| No. of Permanent exclusions from school (Previous year's figure in brackets) | 5 | 2 | 1 (3) | 7 (10) | Steady | On target | Permanent exclusions remain consistently low. NB Quarter 2 includes August which is always 0 given schools are not in session. |
| No. of fixed period exclusions from school (Previous year's figure in brackets) | 620 | 454 | 211 (153) | 383 (547) | Improving | Close to target | There has been a significant reduction this quarter in fixed period exclusions . This is mainly due to a 42% reduction in fixed period exclusions by the 2 highest excluding schools in the city (compared to the same period last year). NB Quarter 2 includes August which is always 0 given schools are not in session. |

Children's Services : Quarterly progress report (9)

Function : Education – sufficiency, participation and resources

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|------------------------------------|--|--|--|----------|------------------------------------|--|
| Completion of 1000 place school rebuild of King Richard School by September 2017 | Building works on site | Building works on site and on schedule | Building works on site and on schedule | Building works on site and on schedule | On track | On track | Advance payment of 50% of £250k grant made in order to meet essential equipment costs for new school which are not covered by the new build (full payment is subject to transfer of surplus land from KRS Trust to PCC) |
| Rebuilds and refurbishments for Beacon View, Arundel Court and Mayfield School | All with EFA for analysis | All at options appraisal stage | All at options appraisal stage | All at options appraisal stage | | Variation to plan – see commentary | PSBP Round 2 schemes at Beacon View, Arundel Court and Mayfield remain at options appraisal stage – robust discussions with EFA about the schemes are on-going (e.g. Arundel Court and Mayfield – extent of rebuild) and impact on LA interests (e.g. Beacon View – Children's Centre, production kitchen and Network Centre; (e.g. Mayfield - nursery). Cabinet Member approval sought in Q4 for reallocation of primary sufficiency funding to support expansion of Arundel Court Primary School (by 0.5 FE) |
| Completion of priority capital works to address urgent condition issues (school modernisation programme 2016/17) | Schemes underway | Schemes underway | Schemes underway | Schemes underway | On track | On track | All PCC sufficiency and 2015/16 condition projects are on track Bids submitted in Q3 to Members for the 2017/18 school modernisation programme . Report to go to a Cabinet Member Decision Meeting in Q4 with details of the specific projects to be implemented in 2017/18. |
| Primary sufficiency Phase 2 – deliver an additional 600 school places (Northern Parade, Craneswater, Langstone, Moorings Way, Arundel Court, Newbridge) | Schemes Underway | Schemes Underway | Schemes Underway | Schemes Underway | On track | On track | Phase 1 secondary sufficiency projects undergoing detailed design and feasibility – PANs will increase for Sept 2017 but works will not be completed until 2018. |
| Secondary sufficiency Phase 1 – provision of additional secondary school places to create 2-3% surplus in the short to medium term (Springfield, Miltoncross, St Edmund's, The Portsmouth Academy) | Feasibility to increase by Sept 17 | Work underway and on track | Work underway and on track | Work underway and on track | On track | On track | Feasibility and detailed design work for Phase 1 of Cliffdale and Redwood Park works has been the focus of work for Q1-3. Funding for Phase 2 not yet identified (bid submitted to Members for consideration + potential of application to DFE in 2017. |
| Remodelling of Special School provision at Cliffdale and Redwood Park Schools | Feasibility underway | Detailed design is underway | Detailed design is underway | Detailed design is underway | On track | Variation to plan – see commentary | |

Children's Services : Quarterly progress report (10)

Function : Education – sufficiency, participation and resources

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|------------------------------|---|---------------------------------------|---------------------------------------|----------|-------------------|---|
| University Technical College completed by summer 2017 – to open in Sept 2017 | Work underway | Construction commenced and on track | Construction in progress and on track | Construction in progress and on track | On track | On track | Year 10 applications oversubscribed – offers to be made in Q4. Year 12 applications to close in Q4. |
| Refurbishment of Vanguard Centre and relocation of Harbour @Fratton and Harbour @Milton by September 2017 | Initial feasibility complete | Feasibility being reviewed in discussion with Delta | Detailed design is underway | Detailed design is underway | On track | See commentary | Redesign has progressed well with design now agreed following review by Delta Education Trust. This has included a more vocational based curriculum to fit with the new model of provision. Likely completion date will now be June 2018. |

Children's Services : Quarterly progress report (11)

Function : Education – sufficiency, participation and resources

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-------------------|-------------------------------|-------------------------------|-------------------------------|-----------|-------------------|---|
| Implementation of NEET and post-16 Strategy, measured by: | | | | | | | <p>Note: % of unknowns always increases in Q2 due to summer holiday period.</p> <p>The City Deal Youth Programme was due to end in March 2017, but additional funding has been secured to extend the programme for a further year.</p> <p>College funding for a third year of the Youth NEET Prevention Programme in 2017/18 was confirmed in Q3 Schools . Secondary schools to confirm in Q4 including identification of the cohort that will be supported.</p> <p>The ESF Step Programme is underway. Portsmouth is meeting its KPIs. The income supports the work of the Progression Team and delivery of both regulated and non-regulated learning for young people who are NEET.</p> <p>A restructure of the Youth Advisory Team and the NEET Data Tracking will be completed in Q4.</p> |
| % 16-18 year olds NEET | 4.5% | 4.4% | 3.8% | 3.8% | Improving | Steady | |
| % 16-18 year olds unknown | 1.7% | 1.2% | 6.7% | 4.4% | Steady | Improved | |
| % participation in education/training at age 16 | 93.5% | 92.9% | 88.7% | 91.4% | Steady | Steady | |
| % participation in education/training at age 17 | 86.1% | 86.0% | 81.1% | 83.5% | Steady | Steady | |
| Achievement of Level 2 (including English and Maths) by 19 | 61.7% (2015) | Annual data not yet available | Annual data not yet available | Annual data not yet available | | | |
| Achievement of Level 3 by 19 | 49.5% (2015) | Annual data not yet available | Annual data not yet available | Annual data not yet available | | | |
| Implementation of Apprenticeship Strategy , measured by: | | | | | | | |
| No 16-18 starts at Intermediate level | 370 (2014/15) | 290 (Aug 2015-April 2016) | Annual data not yet available | Annual data not yet available | Steady | Steady | |
| No. of 16-18 starts at Advanced level | 140 (2014/15) | 110 (Aug 2015-April 2016) | Annual data not yet available | Annual data not yet available | Steady | Steady | |
| Success rates | 4.2% | Annual data not yet available | Annual data not yet available | Annual data not yet available | | | |

Children's Services : Quarterly progress report (11)

Function : Education – school improvement

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--------------------|---------------------------------------|----------------------|---------------------|---|-------------------|--|
| Early Years Foundation Stage - % achieving Good Level of Development | 69% (2015) | 69.7% (annual indicator - 2016 final) | | | Above national average but gap has closed | Improving | <p>New accountability measures for KS1, KS2 and KS4 mean that comparisons cannot easily be made with previous years. However, the outcomes for 2016 show that Portsmouth has fallen further behind the national average for both KS1 and KS2 attainment and progress. At KS4 the gap between Portsmouth and the national average has closed for A*-C in English and maths.</p> <p>Through the Portsmouth Education Partnership the shadow operational group has concluded the analysis of the 2016 outcomes against agreed criteria in Q3. This has determined school improvement support in 2016/17 for LA maintained schools and flag areas of concerns for MATs / academies. All Priority 1 and 2 schools have been contacted in Q3, all Priority 1 schools received support in Q3; all Priority 2 schools will be visited in Q4.</p> |
| Year 1 Phonics Screening % working at the standard | 74% (2015) | 81% (annual indicator - 2016 final) | | | Major Improvement, now in line with national | Improving | |
| KS1 Reading, Writing and Maths combined - % at least expected standard | New indicator | 59% (annual indicator - 2016 final) | | | No national figure for this published by DfE. | Steady | |
| KS2 Reading, Writing & Maths - % at least expected standard | New indicator | 48% (annual indicator - 2016 final) | | | Considerably below national | Decline | |
| KS2 Reading Average Progress Score | New indicator | -1.5 (annual indicator - 2016 final) | | | Sig below national average | Decline | |
| KS2 Writing Average Progress Score | New indicator | -1.3 (annual indicator - 2016 final) | | | Sig below national average | Decline | |
| KS2 Maths Average Progress Score | New indicator | -1.7 (annual indicator - 2016 final) | | | Sig below national average | Decline | |
| KS4 % 5 A*-C including English and maths | 50.7% (2015) | 52.6% (annual indicator - 2016 final) | | | Improving | Steady | |
| KS4 A*-C English and maths | 52.6% (2015) | 58.3% (annual indicator - 2016 final) | | | Change in indicator definition for 2016 | Steady | |
| KS4 Attainment 8 | New indicator | 46.3 (annual indicator - 2016 final) | | | Well below national | Decline | |
| KS4 Progress 8 | New indicator | -0.17 (annual indicator - 2016 final) | | | Sig below national | Decline | |
| % entered EBacc | 36% (2015) | 37.9% (annual indicator - 2016 final) | | | Improving, above national | Steady | |
| % achieved EBacc | 19.7% (2015) | 18.9% (annual indicator - 2016 final) | | | Well below national | Decline | |
| % schools judged to be good or better (of those schools that have been inspected) | 85.5% (March 2016) | 84% (June 2016) | 84% (September 2016) | 84% (December 2016) | Steady | Steady | |

**Adults' Services Q3
(October 2016 – December 2016)
Director: Innes Richens**

Adults' Services : Quarterly progress report (1)

Function : Residential, Nursing and Domiciliary care

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-----------------------------|-------------|-------------|---|-------|-------------------|--|
| Portsmouth has residential care beds available for those who are unable to live in their own home | New measure for ASC returns | | | <p>Outstanding – 0.0% Good – 14.6% Requires improvement – 27.1% Inadequate – 2.1% No published rating – 56.3%</p> <p>From a CQC standards perspective (as of 1st November 2016) there are a number of homes requiring improvement with 2 nursing homes in special measures</p> | | | <p>There are 11 Care Homes with nursing in Portsmouth, representing 544 beds. There are also 38 homes without nursing in Portsmouth representing 762 beds; majority of which are private providers.</p> <p>Both the homes in special measures and the acute hospital remain under pressure to discharge as soon as patients no longer have an acute need to remain ; this is impacting on resources available within the community.</p> <p>Through increases in the National Living Wage and other pressures, we are seeing rapidly increasing costs – particularly from the newer build in the city. Attempts to address this are being made through working with providers on cost, block purchasing and other schemes.</p> |
| Portsmouth has sufficient domiciliary care available to enable people with care and support needs to remain living independently in their own homes. | New measure for ASC returns | | | <p>There are 20 domiciliary care services registered in Portsmouth, with the Council and CCG commissioning mainly from 8 preferred providers with others used when there are capacity issues.</p> | | | <p>In common with residential care, we are seeing pressure on costs through National Living Wage and a need to be recommissioning a different kind of service that is more reablement focused, with staff recruitment based on their values.</p> <p>There are increasing capacity issues fuelled by pressure from Portsmouth Hospitals Trust to take patients sooner than previously in their recovery. This is leading to quality issues and a need to commission different services.</p> <p>There is currently a 24/7 domiciliary care provider trial (to be evaluated at the end of 16/17) for people being discharged from hospital. This is an effort to reduce the prescription of residential care on the hospital ward for those people who may be able to continue to live in their own home, so is very much focused on the best interests of the patient.</p> |

Adults' Services : Quarterly progress report (2)

Function : Carer's Services

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-----------------------------|-------------|-------------|---|-------|-------------------|---|
| Collaborative working with NHS Colleagues | New measure for ASC returns | | | Progress: Staff induction with PHT staff; Joint working to identify and support carers in AMH settings; E-learning package developed by the Carer's Service in partnership with PHT and Solent; Participation in the Virtual Wards to identify carers and ensure joined up support | | | Challenges have included: Continued lack of engagement from GPs Difficulty establishing links with the community nursing teams Difficulty with maintaining referrals from QA clinical staff, despite active engagement |
| Implementation of the NHS England Carers toolkit | New measure for ASC returns | | | Progress expected over the next 12 months – embed the work we have done up to this point in terms of collaborative working with NHS colleagues. | | | |
| Review of the Carers Assessment process | New measure for ASC returns | | | As a result of FACE assessment, the decision to reduce the number of Carers Assessment Officers and the impact of a vacancy in the Carers Centre Reception role, there are challenges with capacity in this team, and this is having an impact on the number of carers being identified and the number of assessments being undertaken. | | | The Carers FACE assessment has been in use by the team since October 2015 and the team have found it to be repetitive, inflexible and time-consuming. This will be reviewed spring/early summer when the ASC Intervention Team commence their review of the Carers Service. |

Adults' Services : Quarterly progress report (3)

Function : Integrated Learning Disability Service

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-----------------------------|-------------|-------------|--|-----------|---------------------|--|
| Number of day service options available | New measure for ASC returns | | | 15 different services | | | The market is expanding rapidly. The creation of Named Worker, development of an outcome-based support planning framework and an asset-based emphasis means that referrals are both easily forthcoming and specific. The break-up of block contracts which enables movement of budget also allows new services to develop. |
| Number of people in work | New measure for ASC returns | | | 65 | | | |
| % people with a Health Action Plan | New measure for ASC returns | | | 93% (health team) | | | We can currently report on the health team, but not the social work team – we are progressing this for 2017/18 |
| Number of people accessing Gig Buddies service | New measure for ASC returns | | | 0 | | | |
| Statutory reviews completed within a 12 month period | New measure for ASC returns | | | 54% | Improving | Expected to improve | There is a lot of activity taking place and we are still looking to achieve 100% by Q4 |
| Satisfaction surveys – carers and service users | New measure for ASC returns | | | 9 feedback forms from users to date | | | A collated carer feedback report is available |
| % people with a named worker | New measure for ASC returns | | | 74% | | | |
| % people in residential care as opposed to other housing and support options | New measure for ASC returns | | | 42% residential care; 58% supported living | | | |
| The quality of Education Health and Care Plans for those in transition | New measure for ASC returns | | | Tbc | | | We have undertaken audits using criteria supplied by CDC. The Preparing for Adulthood group has planned to audit 50 plans focusing specifically on whether PfA outcomes are identified and actions are in place to deliver them. |

Adults' Services : Quarterly progress report (4)

Function : Safeguarding Adults

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|-----------------------------|-------------|-------------|--|-------|-------------------|--|
| Local authority safeguarding functions to be located in one place | New measure for ASC returns | | | For the triage function in the Adult Multi-agency Safeguarding Hub (MASH), the team have access to the police, early intervention in psychosis, and the probation service. The team also have access to other systems – SystmOne (mental health), Illy (substance misuse) and some of housing options. This has been useful in enabling intelligence around cases. | | | The Adult MASH (commenced in April 2015) has all Adult and Children Safeguarding teams in one location in Portsmouth, enabling strategic discussions to happen swiftly for individual cases. This also enables intelligence and action when there is crossover when a vulnerable adult is at risk and a child is at risk in the same family. |
| Timely intervention in safeguarding | New measure for ASC returns | | | The MASH has proved to be successful in allowing risk to be identified and managed quickly via conversations with the police and early intervention team, and instant access to the other systems we have. | | | <p>What works really well is being able to have instant discussions with the police so that we can quickly decide if there is going to be any criminal investigation /element to any concerns raised, and whether the enquiry will be single agency; or whether there is a need for a joint enquiry under section 42 of the Care Act.</p> <p>The challenge for the future will be whether it is possible to gain a presence from agencies such as Adult Mental Health in the MASH.</p> |

Public Health Q3
(October 2016 – December 2016)
Director: Jason Horsley

Public Health : Quarterly progress report (1)

Function : Building a healthier city programme

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|---|--|---|--------|-------------------|--|
| Develop new workplace incentives to promote employee health and cut sickness related absence Engage local businesses through forum networks to improve employee health and wellbeing and assess workplaces against the WW charter | 15 workplaces engaged 1 accredited | 20 workplaces engaged 2 accredited | 2 further workplaces in line for accreditation for Q3 | Forum in November 2016. One small business assessed in November. Kenwood assessed and accredited in January 2017. Total of 4 businesses accredited. | Steady | n/a | <p>Following on from baseline at Q4, the priorities for Building Healthy Cities for 2016/17 are:</p> <ul style="list-style-type: none"> • Active travel • Air pollution • Support for the City Plan development • Workplace health <p>We are also providing PH intelligence for other directorates in PCC and beyond</p> |
| Ensure impacts on health are considered through implementation of the refreshed Portsmouth plan | Qualitative and quantitative public health evidence for the Placemaking Strategy | Public health evidence to Sustainability Plans | On-going engagement with City Dev Team and Transport to develop PH evidence and joint working | On-going engagement with City Dev Team and Transport to develop PH evidence and joint working | n/a | n/a | |
| Support transport initiatives to increase the number of people using active travel for everyday trips; reduce RTAs; reduce air pollution | Evidence on the health impacts of air pollution produced for the refresh of the Air Quality Strategy | Joint bid for LSTF funding to improve transport systems that will increase active travel, reduce RTAs and air pollution | Joint bid for LSTF submitted Coordinated response with City Development and Transport on the Friends of the Earth report, <i>Walking in Portsmouth</i> . 1 st Draft of Air quality strategy | Draft of Air Quality strategy completed and awaiting ratification. Decision on bid for LSTF pending. | n/a | n/a | |
| Develop a health promoting environment that is ecologically and environmentally sustainable | See commentary | - | - | - | | No Change | |
| Strengthen and link green and blue infrastructure in the city | See commentary | - | - | - | | No Change | |
| | | | | | | | |

Public health : Quarterly progress report (2)

Function : Health protection

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|---|---|---|-------|-------------------|--|
| Support local health resilience planning, for example, hot and cold weather | - | - | - | | | | Exploring MOU with Southampton CC to share resilience planning resource via MOU arrangement. DPH responsibility for STAC across LHRP has now ceased. |
| Screening and vaccination programme | | | | | | | |
| Cervical screening uptake (Note: PHOF 2.20ii Cervical screening coverage 2015/16 due for release on 7 th Feb) | 68.7% (Dec 2015) (Expected 2015/16 coverage: 68.1% (2014/15: 69.6%)) | Not available Coverage: 68.1% (16/17 Q1) | Not available Coverage for 16/17 not available yet | Not available Coverage for 16/17 not available yet | n/a | n/a | The annual PCC staff flu programme, co-ordinated by the Public Health team had an uptake of 763 staff. |
| Breast screening uptake (Note: PHOF 2.20i Breast screening coverage 2015/16 due for release on 7 th Feb) | 66.8% (Dec 2015) (Expected 2015/16 coverage: 72.2% (2014/15: 70.6%)) | Not available Coverage for 16/17 not available yet | Not available Coverage for 16/17 not available yet | Not available Coverage for 16/17 not available yet | n/a | n/a | |
| MMR Uptake at 5 years | 90.7% | 90.7% | 90.8% | Not available yet | n/a | n/a | |
| Flu uptake in the under 65s | 45.7% (15/16) | Annual data due end Feb 2017 | | | n/a | n/a | |
| Flu uptake in pregnant women | 45.8% (15/16) | Annual data due end Feb 2017 | | | n/a | n/a | |
| | | | | | | | |

Public Health : Quarterly progress report (3)

Function : Starting Well

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-------------------------------------|--|--|---|--------|-------------------|---|
| <p>Improve health of the most vulnerable children and young people in Portsmouth : <i>number of families on the Health Visitor Universal Plus (UP) and Universal Partnership Plus (UPP) case</i></p> <p><i>Source: Solent NHS Trust Monthly Dashboard.</i></p> | Developing baseline data in 2016/17 | Total UP + UPP 2,159 (data has been revised and current data sources indicates Q1 = 1,221) (UP = 665, UPP = 556) | Total UP + UPP = 1,205 (UP = 652, UPP = 553) | Total UP + UPP = 1,242 (UP = 692, UPP = 550) | Steady | n/a | Q1 - Provider had originally been including the mother and children in the caseload count. They have revised the data and now provide number of families. |
| Uptake of the Health in School/College public health programme | Developing baseline data in 2016/17 | - | Pilot started with 9 settings will run initially over two terms. | Recommendations from the pilot are informing offer going forward and is due to end at the end of term (Easter) | | | |
| Uptake of young carers assessments | Developing baseline data in 2016/17 | - | New assessment and referral processes have been put in place from September 1 st for all new young carers coming into the system (local young carers services merged from this point) | Young carers services are co-locating into the new Early Help offer for the city and will come under a single management structure. | | | |

Public Health : Quarterly progress report (4)

Function : Living Well

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|---|---|--|---|-------|-------------------|---------------------|
| Increase physical activity levels through sports, play, leisure and recreation, with a focus on people who are inactive | To be developed in 2016/17 | 41 people have changed from inactive to active status | Only 1 referral specifically for Physical activity as primary reason. Physical activity is part of healthy eating and healthy weight support. 12 people have changed from inactive to active status. | WBS - Only 1 referral for Physical activity as primary reason. This client is still in the middle of intervention. | n/a | n/a | |
| Increase proportion of children and adults who are a healthy weight | <p>Healthy weight pupils: 76.0% Year R 64.8% Year 6 (NCMP, 2014/15)</p> <p>Healthy weight adults 46% of 16+yrs (Lifestyle Survey, 2015)</p> | Reported every 3 to 5 years. | Wellbeing service- 50 people have achieved weight loss of 5% or more | WBS - 74 people were engaged with healthy weight interventions and 40% have achieved 5% weight or more weight loss. | n/a | n/a | |

Public Health : Quarterly progress report (5)

Function : Living Well

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---|--|---|--|--------|-------------------|---------------------|
| Support local communities to create a smokefree culture for Portsmouth | None | Promotion of Smokefree sites across the city | Attended one meeting of NHS Solent Smokefree committee. Given Wellbeing Service Smoking cessation leaflets to be included in the take home drugs for MH in patients in Portsmouth. NHS Portsmouth – obtained list of smoking champions in view of offering smoking cessation training. Focus groups with midwives and pregnant women. Smoking cessation training for Respiratory staff and maternity staff planned. | Wellbeing Service now to be part of the initial booking in service for maternity at PHM. All maternity CO monitors repaired and calibrated and out for use my midwifery services. QA smoke free committee committed to jointly trying to implement smoke free NHS site, as the request of PHE. Green and Clean team successful in implementing 'No Littering' fines in QA grounds, with 44 penalty tickets being issued and one being prosecuted for littering (which includes cigarette ends) | n/a | n/a | |
| Ensure mothers are supported around safe infant feeding with a focus on increasing breastfeeding | 38% (% of infants being totally or partially breastfed, recorded at 6 to 8 weeks) | 47% | 47% (% of infants being totally or partially breastfed, recorded at 6 to 8 weeks) | 47% (% of infants being totally or partially breastfed, recorded at 6 to 8 weeks) | Steady | Steady | |

Public Health : Quarterly progress report (6)

Function : Living Well

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|---|--|--|---|---|-------------------|---|
| Reduce smoking prevalence in Portsmouth | Wellbeing Service being implemented and now collecting baseline data | Reported annually. 515 setting quit date; 109 4 week quit and 90 of 12 week quit. | 280 people referred for smoking and 111 in active interventions. 177 achieved 4 week smoking quit. | WBS – 650 people setting a quit date. 183 have a successful 4 week quit (28%). 23 pregnant women setting quit dates. 2 successfully quit (8.6%) | | | |
| Make Portsmouth a city with an improved reputation, where alcohol is enjoyed responsibly and harm to individuals, families and communities is reduced | <p>320 receiving alcohol treatment and a successful completion rate of 34.7%%</p> <p>Wellbeing Service being implemented and now collecting baseline data</p> | <p>274 receiving alcohol treatment and a successful completion rate of 34.7%</p> <p>Wellbeing service delivered: 182 received Alcohol brief advice and 85 received Alcohol extended advice</p> | 234 people receiving treatment, successful completion of 31.6%. | 181 people receiving treatment, 76 successfully completed treatment. Successful completion rate of 42% | Reduction in treatment numbers , increase in % successfully completing. | See commentary | Reduction in funding and capacity of treatment services is seeing a continued downward trend of the number in treatment. Likely to cause knock on impact on other public sector organisations, e.g. police and NHS, with increased alcohol related crime and hospital admissions. |

Public Health : Quarterly progress report (7)

Function : Living Well

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|--|--|---|--------|-------------------|---------------------|
| Continue to offer over-40 health checks | Number of eligible people who were offered a NHS Health Check 2,894 . - Number of people that received a NHS Health Check 1,158 . - Percentage of people that received an NHS Health Check of those offered 40% | Number of eligible people who were offered a NHS Health Check 3,219 . - Number of people that received a NHS Health Check 1,034 . - Percentage of people that received an NHS Health Check of those offered 31% | - Number of eligible people who were offered a NHS Health Check 2,809 . - Number of people that received a NHS Health Check 766 . - Percentage of people that received an NHS Health Check of those offered 27% | - Number of eligible people who were offered a NHS Health Check 2,559. - Number of people that received a NHS Health Check 711 - Percentage of people that received an NHS Health Check of those offered 28% | steady | Overall reduction | |

Public Health : Quarterly progress report (8)

Function : Living Well

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---|--|--|--|----------|-------------------|--|
| Improve the sexual health and wellbeing of the population of Portsmouth: <i>All new STI diagnoses (exc Chlamydia aged <25) / 100,000</i> Source: PHP.org.uk | 2015 count 1,217 (851 per 100,000) | Reported annually | Reported annually | Reported annually | n/a | n/a | |
| Make Portsmouth a place where people are supported to choose not to use drugs and people that experience drug problems receive effective help to live drug free | 859 people recorded as in drug treatment; 124 successful completions, 14.4%. | 858 people recorded as in drug treatment; 116 successful completions, 13.5%. | 849 people recorded as in treatment, 107 successful completions; 12.6% | 824 people recorded as in treatment, 99 successful completions, 12% | Reducing | Reducing | Drug and alcohol services have gone through their second re-tender in 3 years, it is usual during a tender process to see a reduction in performance due to uncertainty and changes to staffing. As part of the retender there has been significant savings made, which are likely to mean less people in treatment in future. |
| Improve the mental health of the residents of Portsmouth and the treatment received by people experiencing problems | Mental Health & Wellbeing strategy signed off by HWB Board | Strategy action plan in development | Development of strategy action plan on hold pending service restructure | | n/a | n/a | On hold due to vacancies at DPH and consultant level to lead development. No change. As reported in Q2 |
| Develop programmes of work to reduce the prevalence of diabetes | 25.8% (25 out of 97 Health Checks (HCs)) Percentage of people identified as high risk of diabetes from a HC, delivered within Pharmacy* | 31.6% (18 out of 57 HCs) Percentage of people identified as high risk of diabetes from an HC, delivered within Pharmacy* | 16.9% (10 out of 49 HCs) Percentage of people identified as high risk of diabetes from an HC, delivered within Pharmacy* | 21.2% (14 out of 66 HCs) Percentage of people identified as high risk of diabetes from an HC, delivered within Pharmacy* | | | |

Public Health : Quarterly progress report (9)

Function : Ageing Well

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|---|--|---|---|--------|-------------------|--|
| Support Better Care programme needs analysis | - | - | - | | n/a | n/a | Following a team restructure we are reassessing the way the team supports these areas, in terms of actions and capacity. No change. As reported in Q2. |
| Support the Integrated Commissioning Service in the implementation of the dementia strategy and the redesign of services across the pathway | - | - | - | | n/a | n/a | No change. As reported in Q2. |
| Increase dementia awareness and diagnosis | Provide dementia awareness to HC patients over 65 years old within Pharmacy. - Number of people 65+ - 6. - Number of people given dementia awareness information - 10 | Provide dementia awareness to HC patients over 65 years old within Pharmacy. - Number of people 65+ - 14. - Number of people given dementia awareness information - 10 | Provide dementia awareness to HC patients over 65 years old within Pharmacy. - Number of people 65+ - 13. - Number of people given dementia awareness information - 8 | Provide dementia awareness to HC patients over 65 years old within Pharmacy. - Number of people 65+ - 13. - Number of people given dementia awareness information - 9 | Steady | Steady | |

Regulatory Services and Community
Safety Q3
(October 2016 – December 2016)
Director: Rachael Dalby

Regulatory services and community safety : Quarterly progress report (1)

Function : Environmental Health

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-------------------|-------------|-------------|-------------|-----------|-------------------|--|
| Shellfish: provide weekly specimens to FSA to secure shellfish bed designation | G | A | A | R | Worsening | n/a | A numbers of uncontrollable variables impact upon our ability to deliver compliance –sampling regime historically problematic during poor weather. Sampling demands in other areas increasing. R relates particularly to biotoxin sampling. Winter discharges from outfalls are a concern. Engagement with SOFA proving to be difficult. |
| Food hygiene: produce an annual plan in line with statutory requirements and minimise slippage against the plan | G | A | R | R | Worsening | Below plan | Demand for inspector time outstripping resource in all food related areas. High demands in other service functions deflecting food officers from delivering plan. R outlook remains despite employing contractor for Feb/March – best possible return likely to be IRO 200 inspections (25% on outstanding E rated inspections). |
| Port Health – Maintain income levels at £60,000 pa | G | A | A | A | Steady | On target | Currently on target |
| Pest control – exceed income target of £156,000 | G | A | A | A | Steady | On target | Currently on target |
| Community burials: facilitate timely, dignified burials; aim to recover 80% costs from estates | G | A | A | R | Worsening | Tbc | Each case is unique – unable to accurately predict. Demand continues to increase –Q4 8 referrals received with calendar year 2017 (as of 30 Jan). Officers resource levels in Q3 significantly decreased due to shared role and importance of delivering new service database. |
| Air quality – ensure new DEFRA review and assessment annual reporting requirements are met | G | G | G | G | Steady | Steady | 2015/2016 ASR delivered (Oct 2016). New equipment on line. Data loss not as dramatic as forecast however gaps remain. |
| Pollution control: continue to deliver all statutory environmental protection requirements with >95% satisfaction rate | G | G | G | A | Steady | Steady | In Q3 number of formal service complaints on increase with several referrals through 3 stages of complaint to LGO. |

Regulatory services and community safety : Quarterly progress report (2)

Function : Trading standards

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|-------------------|-------------|-------------|-------------|---------|-------------------|---|
| Primary Authority Partnerships – maintain the 10 current partnerships and pursue other opportunities as they arise | G | G | A | R | n/a | n/a | PAP remain a significant concern – two high profile PAPs generating income IRO £25K currently not being pursued. Review of PAPs underway. |
| Investigate consumer crime – intervene using civil and criminal law to assist consumers in recovering loss, and take court action where appropriate | G | G | A | R | Decline | Declined | Implementing restructure following review – able to investigate reduced levels of complaint regarding consumer crime - highly unlikely to deliver all that we would like in terms of client assistance. Initial review of functions suggests significant reduction of service available moving forward. |
| Alcohol and tobacco harm reduction – help businesses comply through visits and training, reduced numbers of test purchase failures, reduced amounts of illicit tobacco supplied in the City | G | G | A | A | steady | Steady | Funding confirmed-confirmation of continued secondment of current officer for 17/18 received. Need to revisit delivery plan and targeting of interventions |
| Proceeds of crime – maximise amounts of compensation and confiscation recovered and work in partnership with other local authorities | G | G | A | A | Decline | Steady | Implementing restructure following review – officer resource 50% decreased as a result – seeking to implement support role as approved within review asap however this will not be delivered until June 2017 at the earliest |

Regulatory services and community safety : Quarterly progress report (3)

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|-----------------------------|-------------------|-------------|-------------|-------------|-------|-------------------|---------------------|
|-----------------------------|-------------------|-------------|-------------|-------------|-------|-------------------|---------------------|

Function: Civil Contingencies

| | | | | | | | |
|--|---|---|--------------|---|--|--|---|
| Exercise Golden Fox – rewrite plans to address new safety zone | G | G | G – complete | G | | | Plan next due for review in 2018 (following Southampton exercise) |
| Business continuity plans | | | | A | | | New member of staff is currently undertaking series of training and qualifications to ensure that BC plans are up to required standard (ISO22310). Management training will be rolled out from Q4 2016/17 to review and update suite of BC plans. |

Function: Stray Dog Kennels

| | | | | | | | |
|----------------------------------|---------|---|----------|----------|---------------|---------------------|--|
| Secure £50,000 income generation | £32 000 | A | A £22000 | R £28000 | Not on target | Target not achieved | Target was stretched for 2016/17 and income via strays has reduced. However overall stray kennel budget remains on target due to underspend in other areas. Budget to be re-balanced for 2017/18 |
|----------------------------------|---------|---|----------|----------|---------------|---------------------|--|

Function: Anti-social behaviour

| | | | | | | | |
|---|----|---|------------|---|--|--|---|
| Complete the complex needs review - now linked to Portsmouth Health and Care Blueprint demand management work | NA | R | G underway | A | | | Report completed, contractual changes linked to homelessness and health and care blueprint being discussed |
| Establish city-wide early intervention /problem solving arrangements | NA | A | A - | A | | | Partnership working is happening and there are multi agency meetings (MAMs) taking place e.g. Operation Build. However further work is required to formalise work following the outcome of the Complex Needs and Homelessness working groups. |

Function: CCTV

| | | | | | | | |
|--|--|---|-------------------|-----|--|--|--|
| Complete the income generation review | | A | A report complete | N/A | | | Consultant report received. Several options are being considered to increase income opportunities. Some items are cost prohibitive The CCTV engineers have completed internal installations increasing income to the CCTV budget but also reducing cost for internal departments. |
| Implement recommendations as appropriate | | A | A | A | | | Work to bring the Traffic Management Control (TMC) room is ongoing The CCTV Operator contract is being reviewed to consider bringing the contract in-house. |

Regulatory services and community safety : Quarterly progress report (4)

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|-----------------------------|-------------------|-------------|-------------|-------------|-------|-------------------|---------------------|
|-----------------------------|-------------------|-------------|-------------|-------------|-------|-------------------|---------------------|

Function: Domestic Abuse

| | | | | | | | |
|--|-------------------|---|---|---|--------|--------|--|
| Promote the UP2U service for perpetrators - success measured through income from sales | | G | G | G | Steady | Steady | £22,000 income generated. 4 bids submitted for funding from April 2017 |
| Increase MARAC referrals from other agencies other than police , so the proportion of police referrals is lower than 81% | 81.8% from police | R | R | R | Steady | Steady | Meeting arranged on 16 th February to review MARAC governance |

Function: Strategy and Partnerships

| | | | | | | | |
|---|----|---|------------|--|---|--|--|
| Research on costs of domestic abuse commissioned by LGA | NA | G | G-complete | Research likely to inform the national statement of expectations in relation the Violence against Women and Girls Strategy. LGA invoiced | | | |
| Complete strategic assessment | G | | G-complete | | | | |
| Complete the community safety survey - achieve a sample in excess of 1000 responses | G | G | G-complete | | | | |
| Complete the statutory SPP plan – agreed by the SPP and partner agencies including the city council | G | G | G | A | On track – strategic assessment completed. Resourcing likely to lead to late completion of plan | | |

Function: Prevent

| | | | | | | | |
|--|---|---|---|---|--------|---|--|
| Ensure all activity from the action plan is delivered on time – measured by action plan monitoring | G | G | G | G | Steady | Awaiting confirmation of continued funding from Home Office | |
|--|---|---|---|---|--------|---|--|

Transport, Environment and
Business Support Q3
(October 2016 – December 2016)
Director: Alan Cufley

Transport, Environment and Business Support : Quarterly progress report (1)

Function : Traffic and Network Management

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|---|--|--|--------|-------------------|---------------------|
| Complete the Traffic Management Centre IT system upgrade. | Upgrade to be completed by April 2017. | Specification and project requirements complete and a supplier identified. Pre- contract preparations underway. | Placing the order is underway and some preliminary work has been undertaken. | The order has now been placed and implementation planning has now commenced. | Steady | Green | |
| Delivery of the £1m Traffic Signal optimisation programme across the city. | Programme to be delivered over the next two years. | Feasibility completed. Preliminary designs in progress. | Preliminary designs are now complete . Procurement of the supplier of phase 1 began in Q2. Works are likely to begin in February 2017. | The final designs are complete. Procurement for Phase 1 and Phase 2 is underway. | Steady | Green | |
| Traffic and transport management for the America's Cup World Series, Victorious, Great South Run, Victorian Festival of Christmas and other special events. | Traffic Management plans for the events reviewed and updated for this year. | Traffic management and plans were in place for for the Americas Cup World Series event and the Victorious Festival. | Plans for events such the Americas World Cup Series and Victorious were successfully executed. Plans were put in place for the Great South Run, November fireworks and Christmas events. | Traffic management went well for these events. All proceeded as planned. | Steady | Green | |
| Improved journey times on key routes in the city. | Plans to introduce journey time monitoring technology with the Traffic Management Centre system upgrade. | Trials underway for testing journey time measurement technology. | Two bids have been made for Department for Transport funding to add further traffic sensors and make improvements to the data analysis technology. Work continues to create more customer relevant information on different media platforms. | Bid announcements are awaited. | Steady | Green | |

Transport, Environment and Business Support : Quarterly progress report (2)

Function : Transport planning

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|--|--|---|--------|-------------------|--|
| Achievement of the Local Transport Plan (LTP) milestones for Transport Planning projects. | Transport Planning projects are due to be completed by March 2017. | 2 projects in planning stage, 1 in implementation stage. Successful bid of £450k external funding for Sustainable and Connected City projects. | 1 project is now complete, 2 are in implementation stage and a further 1 is in the planning stage. Delivery of the Sustainable and Connected City projects is progressing well. | All projects are in the implementation stage. Delivery of the Sustainable and Connected City projects is progressing well and on track to deliver by the end of the year. | Steady | Green | All schemes are being delivered within scope, budget and timeframe. |
| Progress in reviewing resident's parking zones (currently planned to be achieved in 2021) | 8/35 schemes reviewed by Q4 2015-16 | Consultation is underway on a new parking scheme in Cosham. | A new parking zone was approved for Cosham (BF zone) to commence at the beginning of December 2016. Work continues on the remaining zones to be reviewed as per the programme reaffirmed by the Traffic and Transportation portfolio holder in September 2016. | A new parking zone was introduced in Cosham (BF zone) in December 2016 and is operating successfully. Consultation was undertaken on the Old Portsmouth zone (KA). | Steady | Green | |
| Increased patronage of the Park and Ride service | Sales and Revenue plan for 2016-17 | A number of promotion initiatives have been developed to increase sales. | Q2 revenue was similar to 2015-16. Further work was commissioned on promotion activity and pricing strategy. | In Q3 2016-2017 there was a 3.6% increase in passenger numbers and a 6.7% increase in revenue compared to the same period in 2015-2016 | Steady | Green | Q3 passenger numbers are expected to be maintained due to a substantial increase in commuter users as a result of enhanced product development and pricing structure |

Transport, Environment and Business Support : Quarterly progress report (3)

Function : Transport planning

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|---|---|---|--------|-------------------|---------------------|
| Implementation of improvements to current driver and fleet management practices | Corporate drivers' licence checking service planned for introduction. | Service launched in May. Non-compliant drivers are being identified and managers informed. 196 drivers' licences checked in Q1. | A further 79 driver's licences were checked in Q2. Plans are in place to issue advice on car insurance in Q3. | 154 driver's licences were checked in Q3. | Steady | Green | |
| Integration and commercial success of the Fleet Management Service (income and satisfaction) | 650 users of the Home to school and college supported transport service. | Integration of Fleet Management and the passenger transport unit to include Adult Day Services is underway. | Integration of Fleet Management and Adult Day Services is complete and proving successful. With good client feedback. | Integration of Fleet Management and Adult Day Services is now business as usual and includes successfully providing transport for three day care centres in their transition from PCC run day care services to other providers. | Steady | Green | |

Transport, Environment and Business Support : Quarterly progress report (4)

Function : Road safety and active travel

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---|---|--|--|--------|-------------------|--|
| Traffic safety schemes within the LTP delivered on time, to budget and standard | 8 traffic safety projects due to be completed by March 2017. | 6 projects are in the planning stage, 2 in implementation stage. | 7 projects are now in the implementation stage. 1 project has been put on hold, subject to review. | 7 projects are now in the implementation stage . 1 project is awaiting a decision in Q4. | Steady | Green | |
| Reduce road casualties. Year on year reduction of casualties compared with the five year baseline. | Q1 2011 to 2015 5 year average baseline is 136.8 collisions. | Q1 2016 collision figure is 116. A reduction of 15.2%. | The Q2 2011 to 2015 5 year average baseline is 163 collisions. In Q2 2016 there were 146 collisions, a reduction of 10%. | Full Q3 figures will not be available from Hampshire Constabulary until mid February 2017. | Steady | Green | These figures will be provided in Q4 when the full set of figures including the Christmas period will be available for analysis. |
| Delivery of programme of Active Travel events | High participation at events such as Bike Week and Pedal Portsmouth 2016. | Good participation in the Tour Series cycle event in the centre of Portsmouth (80 children). 1,500 at the Pedal Portsmouth event. | Planning began for the next Pedal Portsmouth event in October - Glow Ride. Design work began for the schools walking programme funded by the Sustainable Cities bid and research into Quiet (cycle) routes has begun – expected finalisation in Q3 | Successful Glow Ride in October with in excess of 1000 participants . The Quiet Routes research is progressing well. Pompey Monster Walk to School Campaign will begin as planned in Q4. | Steady | Green | |

Transport, Environment and Business services: Quarterly progress report (4)

Function : Management of Parking Operations

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 Position | Q3 Position | Trend | Year End Forecast | Director Commentary |
|--|---|---|---|--|--------|-------------------|---|
| Strategic parking review milestones achieved | At scoping and initiation stage | The project plan is in place to enable phased delivery of the review. | Implementation of the plan is underway. Good progress is being made towards implementation of the plan. | Review report prepared. | Steady | Amber | This will put in place improvements to the management of parking and parking services in the next financial year. |
| Channel shift and greater efficiency of parking operational services | Use of Automatic Number Plate Recognition technology began in Q4 | Channel Shift for Residents Parking Zone Permits is underway. Automated detection of parking on Zig-zag lines is planned for Q2. | On-line Residents' Parking Zone permits is due to be launched in Q3. Launch of automated detection of parking on zig-zag lines has been postponed until Q4. | On-line Resident's Parking Zones permits are live. Automated detection of parking on zig-zags lines is planned to begin in Q4. | Steady | Green | |
| Additional parking services for business clients | Services provided for the University of Portsmouth, PCC Property Directorate and other local authorities. | The Parking Service is currently contracting to supply expertise to a training company for the supply of services to further local authorities. | The new contract to supply expertise to a parking training company for the supply of services to further local authorities has been signed. | The team are continuing to discuss opportunities with potential customers. | Steady | Green | Customer satisfaction is high for services that are in place. |
| Increased compliance with the Blue Badge schemes. | 124 blue badges retained due to offences 2015-16. | 45 blue badges retained in Q1 compared to 37 in Q1 2015-16. | A further 43 badges were retained in Q2 this year compared to 16 in Q2 2015-16. | 60 badges were retained in Q3 compared to 39 in Q3 2015-16 | Steady | Green | Our continued vigilance in the detection of blue badge misuse is identifying the scale of the problem. |

Transport, environment and business support : Quarterly progress report (5)

Function : Highways and coastal management

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|--|---|--|--------|-------------------|---|
| LTP Highways schemes delivered to budget, quality and on time | Provide design / engineering support for 5 Highways projects within the LTP due to be completed by March 2017. | All 5 projects are in the design stage | 1 project is in the design stage. 3 are in the implementation stage. 1 project has been put on hold. | 1 project is in the design stage, consultation will be complete by end of February. 3 are in the implementation stage. 1 project on hold awaiting decision in Q4. | Steady | Green | |
| All highway alterations carried out by private developers and other non-Highway Authority bodies meet the standards of the Highway Authority | This area of work is demand led responding to the amount of development taking place in the city. | 19 Highway schemes related to development are currently in progress. All schemes are compliant or responding to advice/instruction provided by the Highways Design team. | Some schemes have been completed and new ones started . All schemes currently in progress are complying with our requirements as the Highway Authority. | All schemes in progress are compliant except one which was completed without notification to the highways team. We are using our powers under the Highways Act to ensure the scheme becomes compliant retrospectively. | Steady | Green | This area of work is increasing due to the growth in development sites around the city. In Q4 three more developer schemes are beginning, which will involve changes to the highway and will be subject the S278 checking process.. |
| Completion of the 2016/17 phases of the North Portsea Flood Defence Scheme and preparation for the Southsea scheme. | See major project progress report (Appendix 2). | | | | | | |

Transport, environment and business support : Quarterly progress report (6)

Function : Enterprise centres management

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|--|--|--|--------|-------------------|---|
| Commercial success of the Enterprise Centres, measured through occupancy levels | Victory – 78% Portsmouth- 84% Challenge – 99% | Victory – 93% Portsmouth 100% Challenge - 88% | Victory 93% Portsmouth 100% Challenge 90% Occupation figures at the end of Q2. | Victory 90% Portsmouth 96% Challenge 100% | Steady | Green | The centres remain popular, and vacancies are managed to minimise void periods. |
| Commercial success of the Enterprise Centres, measured through income | 2015-16 Income: £980,000 | £248,000 income | £244,000 income | £240,000 income | Steady | Green | There has been some churn in Q2 and Q3 accounting for the marginally lower income compared to Q1. |
| Increased business support delivery and increased customer satisfaction. | Business networking service introduced. High satisfaction with rent, location and premises. Customer demand noted improved IT connectivity | Land has been rented to an IT connectivity provider and a mast installed that will serve two of the centres. In the feasibility stage for broadband at the third centre. | The monthly networking event with regular speakers has been popular and well attended. The Mast for better IT connectivity is now in place. An offer for business centre management services at other PCC sites has been accepted. | The networking events remain popular. Southern Entrepreneur events are also hosted. The IT mast is now in operation. The team are now providing management services to the new Limberline industrial estate. | Steady | Green | |

Transport, environment and business support : Quarterly progress report (7)

Function : Employment, learning and skills service and PCMI manufacturing

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|--|---|--|--------|-------------------|--|
| Delivery of the first phase of the City Deal employment programme | Performance and delivery aims of the programme based on City Deal pilot. | Mainstream programme launched May 2016. 20 participants engaged in Q1. | A further 70 candidates were engaged in Q2. | An additional 65 participants have joined the programme in Q3 | Steady | Green | All contracts are performing well. New contracts opportunities are being reviewed. |
| Successful delivery of all ELS contracts to meet the requirements of funding bodies | Contract delivery requirements set by major clients | Currently on target to deliver. | Currently on target to deliver to the requirements set by major clients. | Currently on target to deliver to the targets and outcome levels set by Prime Contractors and Funding Bodies. | Steady | Green | |
| Financial viability for ELS and manufacturing service (income v expenditure) | Budget as at Q4 and income projections for the year. | ELS currently on target to achieve income projections. Manufacturing below income projections. | ELS currently on target to achieve income projections. Manufacturing continues to be below income projections | ELS currently on target to achieve income projections. Manufacturing income continues to be lower than expected, although costs have also reduced. | Steady | Amber | |
| Number of people supported to acquire skills for work | Projections of people to be supported under the contracts to be delivered this year. | 92 new starts in period Apr to June | A further 90 new starters commenced the programmes in Q2. | 105 new starts in Q3 | Steady | Amber | The contracts for the Work Programme, Work Choice and Community Work Placement contracts are coming to end so referrals are reducing. However the Work Choice contract is likely to be extended for 6 months from April'17. New Big Lottery contract to commence May'17. Community Learning are performing well on delivery. |
| Number of people supported to move into sustainable employment | | 58 people entered employment | A further 37 people entered employment in Q2. | An additional 56 people have entered employment in Q3 | Steady | Green | |

Culture and City Development Q3
(October 2016 – December 2016)
Director: Stephen Baily

Culture and City Development : Quarterly progress report (1)

Function : Libraries and Archives

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--------------------|---|---|---------|-------------------|--|
| Delivery of SCL Universal Offer & Promises : | | | | | | Targets set which show an increases , without additional resource, is ambitious. The increase in virtual engagement whilst physical football is sustained is a positive picture . We continue to explore alternative delivery models moving forwards such as shared services |
| Reading Total Loans/issues | 623,147 | Q2 307,791 | Q3 440,844 | Steady | Green | Trending offset by increase in virtual access |
| Information enquiries | 109,800 | Q2 Total will be provided for the year Q4 | Q3 Total to be provided for the year in Q4 | Steady | Green | |
| Digital: use of Peoples network | 122,820 | Q2 47,036 | 70,756 | Decline | Amber | negative trend due to IT “downtime” caused by problems with the line and individual faults in various locations making the PN unavailable for public use |
| Health & wellbeing: proposal for health hub | Proposal Report | Proposal Report Costings and Meeting with Adult Social Care | Proposals for a Health Hub included in ACE bid Jan 2017 | Steady | Stock re-sited | |
| Learning: taster sessions | 1049 learners | Q2 382 learners | Q3 861 learners | Decline | Amber | Negative trend but more activity in the autumn/winter terms |
| Cultural: Bookfest participants | 819 | Total available Q4 | Total available Q4 | Steady | Green | The Bookfest has a full and robust programme developed ready for launch therefore expecting to reach target |
| Children Promise: Summer Reading Challenge | 2,700 participants | Q2 2,846 | Total for the year – completed and achieved | Improve | Green | |
| Six Steps: V1 Helpline Enquiries | 4,304 | Q2 2,591 | Q3 3,102 | Steady | Green | Target expected to be achieved due to high activity in Q4 |
| Continue to Increase virtual visits by 5% from 2014 to 2017 to 5% annually | 56,796 | Q2 Virtual issues 23,404 Virtual enquiry 24,687 Total 48,091 | Q3 Virtual issues 34,204 Virtual Enquiry 35,212 Total 69,416 | Improve | Green | |

Culture and City Development : Quarterly progress report (2)

Function : Libraries and Archives

| Agreed measures of progress | Baseline as at Q4 | Q2position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---|---|--|---------|-------------------|--|
| Retain 1m physical visits | 973,00 | Q2 493,098 | Q3 713,471 | Steady | Amber | Bookfest Programme in Q4 and other targeted activities indicates target will be achieved |
| ACE funding bid to develop the central library information hubs 1 st Floor | Scope Project | Scope Project Costings obtained | Feasibility reassessed Q3 for inclusion in ACE bid submitted Jan 2017 | Steady | Green | |
| Update the archive catalogue to Spydus 10 and develop web access by : Transfer LMS server to hosting civic server Implement E DI invoicing model Develop events booking functions Develop Volunteer access Develop Mobile app | Contract set up Civica Awaiting move to Civica server to deliver functionality | Contract set up Civica Awaiting move to Civica server to deliver functionality Q2 - awaiting construction of VPN tunnel (delay) | Q3 Move to Civica Server now scheduled for Q4 due to staff sickness at Civica and technical issues | Decline | Amber | Upgrade to Spydus 10 will begin Q4 but expected to completed in 2017/18 |
| Retain SLS traded service buy back SLS Reader development participants | 97% 8047 | 8047 Q2 Total in Q4 | Total in Q4 | Steady | Green | |

Culture and City Development : Quarterly progress report (3)

Function : Museums

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 Position | Trend | Year End Forecast | Director Commentary |
|--|---|--|---|---------|--|---|
| Continue to deliver the 5 year transformation of the D-Day Museum in– start work on site (now May 17; new museum open revised date Easter 2018) | See Project list | | | | | |
| Delivery of the new Butterfly House for Cumberland House - Demolition phase - Restoration phase | Project manager budget and core funding secured | -Communication & engagement events held in Q2 and views collated -Contract for Demolition prepared and submitted out for tender including repairs and restoration | Contractor in place for demolition ready to start early 2017. New glasshouse with Procurement for defining the remaining process | Steady | Demolition to be completed March 2017 | |
| Increasing cash donations as part of the savings programme :Generate additional £7k through cash donations: total £18k | £11,000 secured 2015/16 | 6,600 | £9,500 | Improve | 18k over 2 years | 2 year Target achieved |
| External funding secured from HLF for the Edward King collection | Political agreement | Bid submitted Q2 .HLF declined bid and no obvious way forward for alternative as HLF are the main funder of heritage | | Decline | Not achieved but modest conservation work in Q4 and Q1 | Although bid declined there will be some modest conservation work enabled through cash donation target which will be achieved |
| Sustain visitor numbers 300,000 across all museums in 16/17 | 294,590 | 204,326 | 243,311 | Decline | Green | Improving position remains in group visits, Southsea Castle and Dickens . Overall numbers 2% less against period last year but should attain target . |

Culture and City Development : Quarterly progress report (4)

Function : Community Centres

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 Position | Trend | Year End Forecast | Director Commentary |
|--|--|---|--|--------|---|---|
| Continuing to broaden the programmes in all centres through the actions plans based on the 2014 bi annual surveys . | Overall usage of 5 to 15 year olds is 11.3% . 5% increase over 2 years by 2017 | Discussion completed with each association their strategy to increase usage | Programme - discussed, with positive responses from associations, one or two need to focus on their operational management as a priority | Steady | 5% increase in child users | |
| Increase the overall centre building utilisation figures | Utilisation ranges from 70% to 30% averaging 46%. Target to increase overall by 5% | Discuss with associations their individual target increases and actions to achieve | discussions held with the associations and actions discussed / planned | Steady | 5% increase in overall user numbers | |
| Develop complete and analyse the 2016 to 2018 bi annual surveys | 3,000 annual surveys completed 2014 | <ul style="list-style-type: none"> - Feedback forms collated and inputed - Associations promoting | Over 3,000 surveys within deadline by the end of Q3 Report to be produced for Q4 | Steady | Action plan agreed with Community associations | Draft report for CLS Q4 : summary and action plan |
| Achieve 2016/17 savings target (£42,000) by ceasing to second PCC staff, and replace with grant aid for staffing , where appropriate | 2015/16 community associations budget was a mix of directly funded staff and grant funding | Savings achieved in April 2016 as no PCC staff in centres managed by associations | Achievement Q1 | Steady | Savings delivered and community centres operationally managed by associations | |

Culture and City Development : Quarterly progress report (5)

Function : Parks and Open Spaces

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 Position | Trend | Year End Forecast | Director Commentary |
|--|---|--|---|--------|-------------------|---|
| Begin work to implement a new grounds maintenance contract in house by January 1 st 2017 | Political agreement secured | <p><i>Vehicles</i> : order for hire prepared</p> <p><i>Plant & Machinery</i>: procurement option for hire / purchase/ ex-demo / used exploring all options</p> <p><i>TUPE</i> : measures letter sent to idverde for comments</p> <p><i>Training</i> : courses identified</p> | <p>-<i>Vehicles</i> : order delivered and stored at City Museum</p> <p>-<i>Plant & Machinery</i>: procurement completed for 1st phase of equipment for next quarter a mix of hire / purchase/ ex-demo / used</p> <p>-<i>TUPE</i> and H & S training meeting held and FAQ developed</p> <p>-Employer liability information delayed but finally received .</p> <p>Outstanding issue is the longer term north depot see below .</p> | Steady | Green | Staff transfer and new operation will ready under PCC management on target for 1 st January 2017 |
| Provision of new premises at Northarbour for council and contractor staff to accommodate vehicles, workshop and storage by December 2016 | Agreement to move from current site Ave de Caen | <p>Current parks staff planned to move from civic end for November 2016</p> <p>New grounds maintenance staff IT set up on target for set up December</p> <p>Client services planed move from Avenue de Caen site for end of year</p> | <p>Political decision to commercially let premises at Northarbour road and alternative options developed and actioned :</p> <p>-parks staff moved to 5th floor civic offices</p> <p>-Key staff and managers from idverde also located at civic offices</p> <p>-Provision of premises in the South at Ave de Caen to accommodate vehicles, workshop and storage</p> <p>-Provision of premises in the North continue to be explored</p> | Steady | Green | Operational site ready for transfer |

Culture and City Development : Quarterly progress report (6)

Function : Parks and Open Spaces

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 Position | Trend | Year End Forecast | Director Commentary |
|--|--|--|---|---------|-------------------|---|
| Develop options for community-based management model to improve the Parks service and to develop a more dynamic service responsive to local communities opportunities for real localism. | Briefing paper on community-based management model to explore options | Continue to explore options on: -friends groups -Volunteer model -Enterprise and voluntary sector and with local communities -partnerships with organisations and groups representing people with learning disabilities -potential for improved access to external funding. | As Q2 : as this is a longer term plan to be explored once transfer completed and schedules of work in place To be explored Q1 2017 | Steady | Green | To develop framework for community-based management model |
| Review current grass areas and consider meadowland replacements, and undertake ecosystem survey | Will be addressed as part of the Green Review 2017 Property and Housing | | Will be addressed as part of the operational review in 2017 Within Culture and City Development | Decline | Red | |
| Spending on parks and open spaces to be within all budgets set for 2016/17 | The 2015/16 cash limited budget outturn was an overspend of £6,626. | The parks budget forecast outturn as of the end of Q2 is a projected surplus of £23k but it is anticipated the service will come in within approved budgets | The savings realised from transferring the GM contract in house will be invested in operational assets as planned in Year 1 and this will be a balanced budget position | Steady | Green | Anticipated that the service will continue to operate within approved budgets |

Culture and City Development : Quarterly progress report (7)

Function : Registrars and Coroners

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-------------------|--|---|--------|-------------------|-------------------------------------|
| Achieve 100% birth registrations with 5 working days | 100% | Data available April 2017 | | Steady | G | Remaining Data available April 2017 |
| Achieve 100% still birth registrations with 5 working days | 100% | Data available April 2017 | | Steady | G | |
| Achieve 100% registrations of death within 2 working days of appointment request | 95% | National problem registering deaths as delays in medical certificate cause of death .All registers working closely with general registrars to resolve nationally | National problem registering deaths within 5 working days of death as delays in medical certificate of cause of death . Working closely with QA to identify the areas that are causing this within their systems and working towards solutions with them. Able to offer appointments within 2 working days of appointment request. Customer does not always wish this and chooses a later date that is more suitable for them. | Steady | G | |
| Achieve 100% declaration of marriage and civil partnership within 10 working days of appointment request | 100% | Data available April 2017 | | Steady | G | |
| Customer satisfaction with registrars service | 98.2% | | New survey being conducted. Results will be known from 1 st April 2017. | Steady | G | |

Culture and City Development : Quarterly progress report (8)

Function : Registrars and Coroners

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|---|---|----------|---|--|
| Implement registrars booking system | Stopford waiver completed | System Testing continues Training packages developed for staff for cascade training Parallels systems will run for Q4 | Stopford implementation February 2017. Although we are ready Stopford had previous commitments that prevented go-live in Q3 System Testing completed. Training for Key Staff completed ready for training cascade. Parallels systems will run for Q4 | Steady | Project completion Q4 | Increase in cases is over 73% yet despite this increased workload the timelines targets have improved and reduced to only 1.9% of cases taking more than a year - an improvement of 1.6% |
| Implement replacement coroners IT caseload management system | Feasibility complete | | System testing completed. Staff training w/c 13/2/17 and go-live 20/02/17. | On track | Project Completion Q4 | |
| Achieve timeliness targets for inquest for those cases that take over 1 year | 394 Inquests 14 over 12 months amounts to 3.5% | Increase in Inquest cases continues . Data is in calendar year so available January 2017 | 682 Inquests in 2016 13 over 12 months Amounts to 1.9% | Improve | G achieved | |
| Complete options appraisal re mortuary and bereavement service | Agreement to explore options | Investigation and regional benchmarking | Feasibility and costings modelling continues. Meeting taken place with Home office pathologist In Q3 to discuss feasibility of in house pathology team | Steady | Launch of the bereavement service late 2017 | |

Culture and City Development : Quarterly progress report (9)

Function : Seafront Services

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3Position | Trend | Year End Forecast | Director Commentary |
|---|---------------------------------------|---|--|----------------------|--------------------|---|
| Increase visitor numbers for events by 5% | 710855 | Q2 - 452,500 Accumulative 549,289 | Q3 - 94,250 Accumulative - 643,539 | Steady | Red | Although Ocktoberfest was well attended and other Q3 events programmes, we anticipate we will be able to match last years baseline but not achieve the anticipated growth of a further 5% |
| Review byelaws and review and simplify layers of restriction | BBQ Byelaws Dog orders Byelaws | Dog Byelaws: instigated legal review to explore options in parks and open spaces including the seafront . Dog bylaws current legislation does not expire until October 2017 BBQ : briefing to portfolio order in Q3 | BBQs Q3 review has been undertaken & CS&L report being taken in Q4. Dog Byelaws - Q3 whole city review initiated and timeline drafted for implementation of new options using the PSPO legislation to come in from 1 st October. Consultation on new options will be undertaken in Q1 of 2017- | Steady Steady | Green Green | |
| Deliver two concessions options in pilot form for delivery and evaluation | Research on possible concessions | NMRN concession delivered Q2 for July / August and currently under evaluation -Option for HotWalls studio being developed as a pilot in Q3 -3 rd pilot explored but infrastructure not in place in time for height of season but will be option for 2017 | Two concession options have been delivered - National Museum of the Royal Navy in Q2 and in Q3 with new models of artist's initiatives at the Hotwalls. Evaluations from these will inform a new Pop-up options for 2017-18. | Steady | Green | Target Achieved in Q3 |

Culture and City Development : Quarterly progress report (10)

Function : Seafront Services

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3Position | Trend | Year End Forecast | Director Commentary |
|--|--|---|---|---------|-------------------|---|
| Complete Beach Huts costs analysis weekly and annual and options for change | Previous full Cost full analysis not completed. Annual income target was £89,447 | Income target achieved for annual lets in Q2 despite higher than average fees and charges % increase. Weekly lets marketed and income increased but more to do . Full cost appraisal to be completed for portfolio member Q3 to inform fees and charges | Benchmarking completed in Q3 and informed Fees and Charges report to CLS in Q4 . Proposal on fees and charges is overall increase 1.2% and weekly lets increased by 20% and will be full refurbished and marketed to build on income stream | Improve | Green | |
| Poster sites : Full cost analysis and identify areas to increase income and advertising opportunities packages | Income target: £32k Income actual :£29k No advertising packages | Income Target : 32k Income actual: 16k 2 advertising packages in place | Income actual: 24k Branding map developed to illustrate extensive footfall and traffic flow on various strategic site locations. E-marketing shot to new database targeted along the M27 corridor. Stringent programme of removal of fly posters on leisure land continues to be an opportunity to convert illegal fly posting into advertising income | Steady | Amber | Q4 a slower month but should achieve target |
| Full cost analysis of splashpool to inform programming and opening times in 2016/17 | Previous Cost analysis not completed so baseline not available | Successful Q2 season with over 30k visits throughout the season ending September Cost analysis to be completed Q3 | Costs analysis completed and to be discussed with portfolio member on options . Pre season recruitment and pre season planning Q4 | Steady | Green | |

Culture and City Development : Quarterly progress report (11)

Function : Visitor services

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 Position | Trend | Year End Forecast | Director Commentary |
|---|-------------------|-------------|---|--------|-------------------|---|
| Increase in visits from “staying visitors” over 3 years of 8% from 2016 to 2019 | 726,000 | As Q4 | The South East data shows an increase in domestic overnight trips regionally of around 5% and international overnight trips of around 9% so this would indicate positive trending for the city in September data Continuing this momentum through the initiatives outlined in 2017-2020 marketing strategy to be adopted at PRED in Q4 | Steady | Green | Data is bi- annual and 2016 data will be presented in September 2017 . Hampshire CC data will be available mid year which will give a regional indication of visits and spend . Continuing to develop options for accommodation in the city is key to encourage overnight stays |
| Increase visitor spend of 10% over 3 years from 2016 to 2019 | £463Million | As Q4 | The South East data has an increase in associated in visitor spend indicating a positive outlook for Portsmouth figures to be released in Q3 2017 | Steady | Green | As above |

Function: Economic Growth

| | | | | | | |
|--|---|--|---|---------|-------|--|
| Improve skills levels | Strengthening of post given the importance of the priority for the city | Employment and Skills post selection and interviewing process completed | Economic Growth Skills Officers in post Q3 | Steady | Amber | The economic growth team is still forming following various post restructure and recruitment |
| Increase Foreign Direct Investment (FDI)in the city | Collection of intelligence of current investment in the city | | 7 successful projects and reported to Department for International Trade | Improve | Green | Economic dashboard produced quarterly to underpin all economic growth interventions. First quarterly dashboard produced for Q3 and presentation to members in Q4 |
| Increased business survival by providing business with targeted business support | Signposting to Enterprise First and Solent Growth Hub | | The EG team won innovative business initiative award from FSB for this support work to business in partnership with UOP and Shaping Portsmouth. | Steady | Amber | 5% Increase in number of business supported by PCC signposting |
| Review Market offer within the city | | surveying customers and undergoing a wider consultation to inform re-procurement | Appointed consultants to produce a 5 year Street markets strategy | Steady | Green | All market contracts in place for 2017 |

Culture and City Development : Quarterly progress report (12)

Function : Development Management

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|-------------------|-------------|-------------|---------|-------------------|--|
| Ensure applications dealt with in national standard timeframes: major applications (target 60%) | 89% | 100% | 80% | Decline | Green | Performance over Q3 has been impacted through the retention and recruiting challenges for Planning Professionals. The existing National Targets Q3 have been achieved and yearend forecast can be secured. A more focused resourcing strategy targeting recruitment to complexity of application is proposed to manage our fluctuations in the coming year |
| Ensure applications dealt with in national standard timeframes: minor applications (target 65%) | 80% | 86% | 88% | Improve | Green | |
| Ensure applications dealt with in national standard timeframes: other applications (target 80%) | 83% | 92% | 87% | Decline | Green | |

Culture and City Development : Quarterly progress report (13)

Function: Sports and Leisure facilities management

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---|---|---|--------|-------------------|---------------------|
| Procurement of a new leisure facilities contract for the management of our 6 leisure facilities | Q4- Prepare Stage 1 ITT submission deadline on 8th August Q1-Prepare Stage 1 ITT submission deadline on 8th August Q2- Stage 1 approved at the gateway board .Stage 2 bid went forward in September to Gateway 4 . Analysis of 3 bidders to select preferred bidder assessed against the criteria of a Specific Specification to announce the decision in November. | | | | | |
| Develop new Sports Facilities and Playing Pitch Strategy in partnership with stakeholders – approval in municipal year | Fieldwork in progress | Audits and interviews largely completed | Audits and interviews largely completed | Steady | Green | |

Function: Building control

| | | | | | | |
|---|----------------------------|---|--|--|------------------------------|--|
| Explore expansion of the BC partnership | | Fareham & Gosport already combined with Portsmouth Aim : 1 st phase end of December | | | | Havant and EHDC taking reports to various decision making processes to agree moving into the extended Partnership – report to be prepared for Cabinet to agree extending partnership |
| Explore establishing a Trading company for Building control | Explore options led by PCC | | Options appraisal work will be further progressed once decision on whether the Partnership is extended | | Options appraisal March 2017 | |

Culture and City Development : Quarterly progress report (14)

Function : Planning

| Agreed measures of progress | Baseline as at Q4 | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|---|---|---------|-----------------------------------|------------------------------|
| Review of Local plan to take plan period to 2034 and identify how employment and growth will be accommodated in the city | Resources now in place to take forward | Draft development sites report is under preparation. On going retention issues regionally and nationally | AS Q3 | Steady | Adoption in late 2018 | |
| Adopt a contaminated land strategy to agree the Councils approach to identifying and bringing about the remediation of statutory contaminated land. Its primary aim is to address the legacy of historical contamination and the harm that pollution can cause to health or the environment | Draft 'Part 2a' Strategy available | Agreement for decision report at PRED | Consultation continues and plan adoption is now anticipated June 2017 | Steady | Red | |
| Complete a public realm strategy including a strategy for concessions and street trading | | On going preparation of document for public consultation | Work progressing slower than anticipated due to loss of staffing capacity | Decline | Strategy to be adopted March 2017 | |
| Implement a revised CIL neighbourhood spend process | Spend profiles | Projects to be agreed on a case by case basis against the agreed framework CIL monies allocated to projects in Milton ,Paulsgrove , Cosham and Hilsea . Ongoing discussions over allocating funds in other wards, for example improvements to adventure playground in Charles Dickens | Funds continue to be allocated against various projects across wards with the support of ward members and the local community | Steady | | |
| Complete a heritage strategy | Draft strategy in place | Discussion held with Historic England to discuss development of an implementation strategy | Historic England unable to provide the support previously envisaged considering other options on how it will progress | Decline | Red | Adoption anticipated Q2 2017 |
| Continue to work with landowners and other public bodies to maximise development opportunities in the city | | For the local plan , Landowners invited to submit sites for consideration | | | | |

Community and Communications
Q3
(October 2016 – December 2016)
Director: Louise Wilders

Community and communications : Quarterly progress report (1)

Function: Channel Shift Programme and City Helpdesk

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|--|---|--|-----------|-------------------|--|
| Reduction in PCC spending on post/carriage and print by 5% | Reduction of £258k achieved 15/16, creating a baseline of £225,320 | Total spend on print and advertising in Q1 was £74,511 | Total spend on print and advertising in Q2 was £59,386 - 10% down on Q2 in 2015/16 | Total spend on print and advertising in Q3 was £47,233 – 11% down on Q3 15/16 | Steady | Amber | Spend is 23% up at end of Q3 but largely due a purchase of a radio advertising package for fostering and adoption procured in Q1. This is expected to come into line in Q4. Likely to be limited ability to further reduce spend on print and advertising as levels are now very low. Maintaining low levels of spend will be the priority. |
| No reduction in levels of customer satisfaction | 94% rated service good or very good | Next survey August 2016 | Customer satisfaction survey in July – 91% rated service very good or good with 63% of customers scoring 10/10 | Customer satisfaction survey in Nov/Dec – 94.4% rated service good/very good – 73% of customers scored 10/10 | Steady | Green | Method of measuring customer satisfaction changed to generate more constructive feedback to support improvements, showing wait times are biggest issue – changes to call management approach have improved wait times, resulting in improved customer satisfaction |
| Increase in online payments, direct debits or other automated channels | £8.8m online payments 2015/16 984 online direct debit forms 33% in person payments at quick pay kiosks | £2.487m in Q1 | Online income was £2.509m in Q2 – up 11% 1138 direct debit forms in Q2, representing 77% of all direct debit set-ups quick pay handled 5,500 transactions in first six months – 26% of all cashiers transactions 2,836 sign-ups to the new My Portsmouth account in Q2 | Online income was £2.530m in Q3 – up 9% Quick pay handled 2024 payments – 22% of cashiers transactions There were 2337 new sign-ups to the My Portsmouth account in Q3 | Improving | Green | Digital transactions are significantly up overall, particularly online forms, with more than 50% of customers choosing self serve to set up direct debits. Quick pay is likely to end the year on less than 33% - initial take-up of quick pay machines was higher than normal due to support from customer service staff floor walking to encourage usage – the likely take-up at year end is around 22% |
| Increase in web enquiries submitted via online forms | 14197 forms submitted in 2015/16 | 4735 in Q1 (including app forms) | 6790 online forms (from web, app and firmstep) submitted in Q2, 64% increase on Q2 15/16 | 5447 online (web, app and firmstep) forms were submitted in Q3 - a 79% increase on Q3 in 15/16 | Improving | Green | Along with another significant increase in online forms, for direct debit and single person discount forms, we can now see what % of all transactions are done online – for direct debit in Q3 54% of all transactions were online – showing clear customer demand for online offer |
| Reduction in spend on small IT systems | | | | | | | Would expect this now to transfer to IS within new IT Strategy |
| Ongoing savings target achieved | Predicted 2015/18 - £1m Actual so far - £1.7m | | | | | | Phase 1 of programme completed. Awaiting resource for Phase 2 |

Community and communications : Quarterly progress report (2)

Function : Revenues and Benefits

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|---|-------------|-------------|-----------|-------------------|--|
| Council Tax collection rate | 95.83% | 28.56% | 55.23% | 81.83% | Steady | Amber | <p>Council tax has collected £3 million more than Q3 position 2015/16. However the overall % collected, due to the increased charge, is likely to be the same as 2015/16.</p> <p>It should however be noted that the work completed by Local Taxation with regards reviews of empty properties and single person discount has had a further positive impact on the tax-base and new homes bonus funding.</p> <p>Council tax and NNDR annual debt is forecast to be higher at end of 2016/17 as a result of the increase in collectable debit</p> <p>More housing benefit overpayments are being raised due to targeted customer reviews and the real time information being supplied direct from HMRC. It should be noted that the more overpayments raised will generate more income for PCC.</p> <p>The amount of subsidy forecast to receive is down on 2015/16 as the level of housing benefit expenditure is reducing (this is in main due to the welfare reforms). However the % of subsidy claimed against expenditure remains steady 97.99% at end of Q3 (97.96% at end of Q3 2015/16)</p> |
| NNDR collection rate | 99.62% | 35.15% | 58.94% | 84.67% | Steady | Amber | |
| Debt recovery | Annual figure – debt reduced from £16,108,369 to £13,357,459 2015/16 | £14,077,783 (Q1 increase relates to increases in prior year debit relating NDR) | £12,597,402 | £11,111,525 | Increased | Red | |
| Cycle time for new claims | 24 days | 21 days | 21 days | 21 Days | Steady | Green | |
| Cycle time for changes of circumstance | 8 days | 8 days | 8 Days | 8 Days | Steady | Green | |
| Processing accuracy | 98% | 97% | 97% | 97% | Steady | Green | |
| Overpayments raised | £3,880,202 | £829,370 | £1,786,507 | £2,540,523 | Increased | Green | |
| Level of outstanding benefit debt | £8,990,746 | £9,003,112 | £9,153,326 | £9,117,049 | Increased | Red | |
| Subsidy received | £109,774,865 | £29,568,321 | £55,596,072 | £80,812,412 | Steady | Green | |

Community and communications: Quarterly progress report (3)

Function : New business and Traded Services

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|-------------------|-------------|-------------|-------------|---------------|-------------------|--|
| Income generation targets: Design £150,000 | £188k for year | £30k | £65,173 | £151,228 | Deteriorating | Red | Design income adversely affected by reduction in print and advertising spend. Review of design services completed, £22K of savings achieved, sales and marketing strategy in development to increase external business |
| Commercial Services Benchmark £4.3m in 2015/16 | £4.3m for year | £3.233m | £3,386m | £3,946m | Steady | Amber | Services withdrew TS offer to the sum of 250K. Currently identifying new income from beyond education sector – fiercely competitive market place |

Function: Democracy

| | | | | | | | |
|---|----------|------------------------------------|-----------------------------|-------------------------|-----------|-------|--|
| Achievement of statutory timelines in relation to Fol | 53% | 64% | 68% | 68% | Improving | Amber | Nov was 70% and Dec was 72 %. Continued increase in complex FOIs. Being reviewed across the board to try and secure further capacity |
| Implementation of ModGov | Analysis | Analysis complete review of models | Project moved to plan stage | Still in planning stage | | | Planned move to paperless to be picked up in Channel Shift |

Community and communications : Quarterly progress report (4)

Function : Communications and Marketing

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|---|--|--|-----------|-------------------|--|
| Value of media coverage generated by PR activity in 2015/16 | £905k of media activity generated in 2015/16 | £141k compared with £135k in Q1 2015/16 | £330,552 compared with £248,154 in Q2 2015/16 | data not available | Steady | Amber | Issues with reporting in media management software, and staff sickness/redundancy has resulted in a backlog of data collecting – this will be resolved by Q4 |
| % staff proud to work for the council | 64% proud to work for council | 64% proud to work for council | 64% proud to work for council | 64% proud to work for council | Steady | Green | Measured annually in April , next survey April 2017 |
| % staff feel well-informed | 60% well-informed responses in staff survey | 60% well-informed responses in staff survey | 60% well-informed responses in staff survey | 60% well-informed responses in staff survey | Steady | Green | Measured annually in April , next survey April 2017 |
| Measures of return on marketing investment | ROI for adoption and fostering marketing £1.6m 2015/16 | Measured twice a year | Evaluation done twice a year, in Q2 measured £1,046,493 ROI from Q1 and Q2 | Evaluation done twice annually, next measure due in Q4 | Improving | Green | Return on marketing investment is gradually increasing |

HR, Legal and Performance Q3
(October 2016 – December 2016)
Director: Jon Bell

HR, Legal and Performance : Quarterly progress report (1)

Function: Human Resources

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--------------------------------|-------------|-------------------------|-------------|-----------|-------------------|--|
| Sickness absence | 8.4 days per employee per year | 8.4 | 8.4 | 8.26 | Improving | Amber | Performance has bottomed-out after a period of continued improvement. Support to managers being re-invigorated and further wellbeing initiatives promoted in order to maintain improvement |
| All restructures and other organisation change successfully managed | Achieved | Achieved | Achieved | Achieved | Stable | Green | Extensive restructuring and staff transfer activity carried out, partly resulting from budget savings |
| No successful Employment Tribunal cases as a result of poor HR practice | Achieved | Achieved | Achieved | Achieved | Stable | Green | Currently no pending tribunal cases |
| Recruitment end-to-end time (i.e. to employment start date) | 65 days | 62 days | 67 days | 66 days | Improving | Green | Further analysis being carried out to better understand increase. Likely to be a result of a small number of hard-to-fill posts |
| Apprenticeship numbers | 68 (including pipeline) | 75 | 71 (including pipeline) | 72 | Improving | Green | Apprentice recruitment currently suspended pending introduction of new levy |

Function: Directorate

| | | | | | | | |
|--|-----|-----|--|----------|-----------|-------|---|
| Traded Services: reduce dependency on cash-limit finance by developing trading opportunities | 50% | 48% | 48% of service funded through cash limit | Achieved | Improving | Green | Continuing success in winning external clients. Now 12 for audit and 3 for HR (excluding schools) |
|--|-----|-----|--|----------|-----------|-------|---|

Hr, Legal and Performance : Quarterly progress report (2)

Function : Legal Services

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---------------------|-------------|-------------|-------------|-----------|-------------------|---|
| Turnaround times on childcare cases (% within 26 week target) | 70% within 26 weeks | 83% | 57% | 66% | Improving | Amber | Performance has improved again following decline in last quarter |
| No major projects delayed due to failures to provide effective legal support | Achieved | Achieved | Achieved | Achieved | Stable | Green | Timely advice and support provided to a range of major projects |
| Land Charges – complete searches within 20 working days | 100% | 100% | 100% | 100% | Stable | Green | Performance improving following delays caused by new IT system implementation. Most searches now completed in 15 days or less |

Function: Internal Audit

| | | | | | | | |
|---------------------------------|---------------------|--------------------|---------------------|---------------------|--------|-------|--|
| % annual audit plan complete | 100% | 7% | 57% | 78% | Stable | Green | Progress consistent with expected position at this stage of year |
| Number of exceptions identified | 1 critical, 98 high | 0 critical, 9 high | 1 critical, 40 high | 2 critical, 79 high | | | Separately reported to GAS |

Function: Corporate Strategy

| | | | | | | | |
|---|------------------------------------|--|----------|----------|--------|-------|--|
| Maintain schedule of funding opportunities | Monthly updates provided to Leader | | Achieved | Achieved | Stable | Green | Updates provided as agreed. Supporting funding applications from directors when required e.g. expression of interest just submitted for Parklife and exploring opportunities for Urban Innovations Action Call |
| Achieve statutory deadlines regarding annual governance statement and performance statement | Achieved | | Achieved | Achieved | Stable | Green | Process underway |

Finance and Information Services Q3
(October 2016 – December 2016)
Director: Chris Ward

Finance and Information Services : Quarterly progress report (1)

Function: Financial governance and accountability

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---|-------------------------------|-----------------------------|---|--------|-------------------|--|
| Prepare a Medium Term Financial Strategy | MTRS approved by full Council as part of annual Budget | | | | | | |
| Approve a Balanced Budget and associated level of Council Tax | Budget and council tax approved by Full Council for required level of savings | | | | | | |
| Approve a minimum level of general reserves | £6.5m | 7m | £7m | £7m | Steady | Green | |
| Approve a fully funded 5 year capital programme | Capital programme approved by Full Council | | | | | | |
| Statutory timescales achieved for Statutory Financial Statements | The annual target of 30 June has been achieved | | | | | | |
| Unqualified Audit Opinion achieved | PCC achieved an unqualified audit opinion for the 2015/16 accounts | | | | | | |
| Quarterly financial reporting to council achieved | In progress | Scheduled for September 2016 | Scheduled for December 2016 | Q2 delivered 13/12/16. Q3 scheduled 21/3/17 | Steady | Green | |
| Pay.net implemented | Project commenced | No sites implemented | 5 sites implemented | Further 8 sites in progress | Steady | Amber | Direct feed to Library Spydus dependant on upgrade |
| Bank reconciliation completed within 4 weeks of month end | Slightly behind | May & June not fully complete | August not fully complete | Substantially complete to September | Steady | Amber | Staff vacancy now filled & trained |
| Transparency information published on time | Delivered | Delivered | Delivered | Delivered | Steady | Green | |

Finance and Information Services : Quarterly progress report (2)

Function : Maximising the resource available to the council

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|---|---|---|---|--------------------|-------------------|---------------------|
| Additional income generated through mechanisms e.g.. Property Investment Fund, Shared IoW service | See project reports | | | | | | |
| Average return on new investment to exceed LIBID rates | Exceeded investment returns target for new investment | Improving | Green | |
| Implementation of Employee Benefit Portal and subsequent savings | See project reports | | | | | | |
| Debt recovery indicators (add KPIS) Actual (target) Council Tax | 95.4%(95.2%) 99.6% (98.5%) | 94.21%(97.8%) 103.3%(98.8%) | 94.04%(97.8%) 93.9% (98.8%) | 93.92%(97.8%) 97.7% (98.8%) | Steady & Improving | Green | |
| Business Rates | | | | | | | |

Finance and Information Services: Quarterly progress report (3)

Function : Maintaining the resilience of financial services operations

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|--------|-------------------|---------------------|
| Up to date business continuity plan by December 2016 | Awaiting update and testing | Steady | | |
| EBS availability to be within performance standard of 98% availability in working hours | Performance maintained | Performance maintained | Performance maintained | Performance maintained | Steady | Green | |
| Completion of Financial Services re-organisation to be positioned for new business | Phase 1 consultation complete | Phase 2 consultation underway | Revised structure implemented | Revised structure implemented | Steady | Green | |

Function: Support directorates to deliver within agreed budgets and achieve savings targets and objectives

| | | | | | | | |
|---|---|--|---|--|-----------|-------|--|
| Spending within allocated budgets – deficits in adults’ social care and children’s social care reducing as per agreed plans | Budget outturn for 2015/16 of £3.5m underspend. Education and Children’s portfolio deficit reduced to £1m and Health and Social Care portfolio reduced to £1.5m following budget action plans agreed by Cabinet, 3 rd December 2015. | Forecast outturn of £0.66m overspend including forecast deficits in Children’s portfolio of .45m and Health and Social care of £1.5m | Forecast outturn of £33k overspend including forecast deficits in Children’s portfolio of £0.7m and Health and Social care of £1.3m | Forecast outturn of £20k overspend including forecast deficits in Children’s portfolio of £0.97m and Health and Social care of £1.1m | Improving | Green | |
|---|---|--|---|--|-----------|-------|--|

Finance and Information Services: Quarterly progress report (4)

Function :High quality business as usual financial services – continual service transformation

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|---|--|--|--|--------------------------|----------------------|--------------------|--|
| Implementation of new forecasting and budgeting tools | Rollout underway | Rollout to finance teams | Operational in 3 teams | Final team in training | Improving | Green | |
| Implementation of Business Intelligence reporting for managers | See project progress reports | | | | | | |
| Maintain EBS upgrade and patching programme | Latest Recommended Patch Collections updated | Latest RPCs updated | Latest RPCs updated | Latest RPCs updated | Steady | Green | |
| Invest in EBS hardware requirements | Procurement underway | Hardware purchased and currently being commissioned for Go live Jan 2017 | Hardware purchased and currently being commissioned for Go live Jan 2017 | Hardware installed | | | Unexpected technical issues experienced in set up have meant the project delivery has had to be rephased for July 2017 |
| Complete roll-in of purchase to pay business intervention | See project progress reports (Appendix 2) | | | | | | |
| Payment performance indicators | 82% | 76% | 79% | 78% | Steady | Red | Indicator reflects impact of changes to payment terms implemented in November. Redesign of processes not fully embedded yet. |
| Payroll and EBS indicators Paid 10,000 internal & external staff on time EBS availability – within performance standard of 98% during working hours | Achieved Achieved | Achieved Achieved | Achieved Achieved | Achieved Achieved | Steady Steady | Green Green | |

Finance and Information Services: Quarterly progress report (5)

Function :Operational IT performance

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position (Avg. per week for Qtr.) | Trend | Year End Forecast | Director Commentary |
|-----------------------------|---|---|---|---|-------|-------------------|--|
| Metrics | Civica APP – 100% Capita 1 EMS – 99% Comino W2 – 100% PIMS – 100% Mayrise – 100% Email – 100% Internet – 100% | <ul style="list-style-type: none"> - “Critical” service systems - “Critical” corporate systems - Internet capacity & availability - Core Network availability & throughput - Remote site connectivity - Remote working (VPN) availability | <ul style="list-style-type: none"> - New metrics going live in 3 phases. - Phase 1 goes live w/c 21.11.16 - Phase 2 goes live by mid Dec. - Phase 3 goes live by end of Jan | <ul style="list-style-type: none"> - Metrics live since November. - Fine tuning of the reports now in progress through agile/iterative development. - Culture of IT now changing to customer focused, continuous system based improvement. - For metrics see rows below | G | G | <ul style="list-style-type: none"> - The IS department did not routinely and systematically measure and manage performance. - The department now has a Monday morning performance meeting every week to review KPI’s and performance. - Industry best practise was studied from several other Counties as well as a leading outsourcing company. - PCC have built on these learnings and will be delivering a best in class set of automated metrics. - Soft Cultural change program underway with IS management team to become more performance focused. |
| Availability (24/7) | | | | <ul style="list-style-type: none"> - 100% - 99.2% - 99.6% - 100% - 97.3% - 98.4% | G | G | <ul style="list-style-type: none"> - A01 (Availability of the LAN) - A03 (Availability of the WAN) - A04 (Availability of the SWAN Network) - A06 (Availability of the Telephone System) - A16 (Availability of Top 30 Systems) - A26 (Availability of the TPN Network) |
| Service Desk | | | | <ul style="list-style-type: none"> - 91.3% - 4.5% - 96.1% | G | G | <ul style="list-style-type: none"> - D01 (Telephone Call Wait Time < 30 secs) - D01a (Calls abandoned in the last 7 days) - D04 (Incidents fixed by Service Desk at first point of contact) |
| Incidents | | | | <ul style="list-style-type: none"> - 530 - 133 - 22.7 | G | G | <ul style="list-style-type: none"> - I01 (Total Incidents (I’s) raised, by Team) - I23 (I’s Currently Open) - I24 (I’s Resolved with a Workaround) |
| Requests | | | | <ul style="list-style-type: none"> - 231.6 - 177.3 | G | G | <ul style="list-style-type: none"> - R10 (Requests Currently Open) - R02 (Standard Request closed < 10 Days) |
| Problems | | | | <ul style="list-style-type: none"> - 2.4 - 106.6 | G | G | <ul style="list-style-type: none"> - I26 (Problems Raised in the Last 7 Days) - I27 (Problems Open by Directorate) |

Finance and Information Services: Quarterly progress report (6)

Function: Operational IT performance

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|--|--|--|--|-------|-------------------|---|
| Customer satisfaction | 96% | 97%. More meaningful metric is the SOCITM Satisfaction survey completed by PCC all users gave us a score of 5.52/7. The median score across all responding organisations is 5.32 | 95.2% | 97.3% | G | G | - Continuous improvement based on use of quantitative performance data has already reduced the number of abandoned calls to the service desk. |
| PSN accreditation IG Toolkit (Connection to NHS) PCIDSS (Payment Card processing) | Accredited Accredited Accredited | Accredited Accredited Accredited | Accredited Accredited Accredited | Accredited Accredited Accredited | G | G | |

Finance and Information Services: Quarterly progress report (7)

Function: Strategic IT support and development

| Agreed measures of progress | Baseline as at Q4 | Q1 position | Q2 position | Q3 position | Trend | Year End Forecast | Director Commentary |
|--|---|---|--|--------------------------------------|-------|-------------------|---|
| 1) Produce Category Management Plan 2) Produce IT Strategy 3) Restructure IT | 1) N/A 2) Last strategy produced in 2012 3) N/A | 1) First draft 3 weeks away 2) Structure agreed. Benchmarking and initial contributions received. Now in drafting phase. 3) Will be determined once strategy agreed. Organic changes are proceeding now | 1) Done 2) First draft due week 21.11.15 3) In progress | 1) Done 2) Done 3) In progress | G | G | On track |
| 4) Adoption of digital strategy | Business Transformation Group established | <ul style="list-style-type: none"> - Being reviewed by the Economic Development Culture and Leisure scrutiny panel. - Digital is approaching first draft stage - Entering consultation with directorates | <ul style="list-style-type: none"> - Verbal update at EDCL completed. - Presenting at next EDCL - Liaising with TEBS - First draft by Xmas | Digital City Strategy in progress | R | G | <p>The digital strategy had not progressed over the last year.</p> <p>A draft of the Digital City Strategy will be out to consultation in early February.</p> |