

**Appendix 1: Directorate
Performance Reports Q4 2016-2017
(January 2017 – March 2017)**

**Children's Services Q4
(January 2017 – March 2017)
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	Q4 position	Trend	Director's Year End Commentary
Commissioning and outcomes framework in place and delivered		In Progress	On track for completion		Completed	n/a	A new set of KPIs have been agreed for health visiting and school nursing; the intensive family support service has been retendered on a new KPI set; and KPIs are in place for the new city council targeted early help service. This will not need to be a separate line in the progress reports for 17/18
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)	183 (98 x EHA and 85 reviews)	Stable	There has not been an increase in 16/17 (625 as against 618). The restructuring and recommissioning this year creates the foundation for an increase in 18/17 but this will need close monitoring.
Number of trained family key workers	15	15	30.1	30.1	45	Improved	Restructuring of city council early help has created more capacity. This will not be monitored in 17/18
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					A new case management IT system was established in Q4 and is currently being populated. The expectation is that we will have reliable snapshot data on this indicator by June 2017. It will be monitored in 17/18.
% of ongoing social care cases with previous targeted Early Help Support	20%	Six monthly data			24% (rolling) monthly average	Stable	The lack of increase against this indicator reflects the low level of recorded targeted early help in 2016/2017. It will continue to be monitored in 2017/2018
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)	1060 families (Mar 17)	Improved	A significant increase in families attached was achieved in Q4 through a determined approach to recording within the programme family support provided through a range of agencies. Continuing to attach new families at the rate required for the 5 year programme will be a challenge but should be supported by the 16/17 restructuring and recommissioning.
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	No PbR claims made in Q4	Stable	Processes are currently being set up to capture progress across the full set of families receiving targeted early help and social care, which should result in a significant number of PbR claims in 17/18. This will be monitored closely in 17/1

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	Q4 Position	Trend	Director's Year End Commentary
Audit activity confirms compliance with MASH "front door" arrangement	Limited assurance	Reasonable assurance	No new measurement	No new measurement	See commentary		Multi-agency snapshot audit March 2017 offered assurance re information sharing and application of threshold. These indicators will be monitored through on-going quality control rather than through quarterly progress reports
Audit activity confirms that views of/feedback from service users are informing shape of service delivery	90%	90%	No new measurement	No new measurement	See commentary		
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)	91% (59/65)	Improved	This is an improving position generally. The number of conferences being completed on time is increasing. There was a reduced percentage in quarter 3 but there were significantly more conferences than in the other quarters and therefore more were completed on time although the percentage slightly dropped. This will continue to be monitored
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)	100% (9/9)	Improved	Cases in PLO and Proceedings are tracked weekly through Legal Privilege Meeting so that any drift is avoided and work is achieved in a timely manner. Achieving proceedings within 26 weeks has increased over the year. The position at end of the year following data cleansing is that In the last 12 months, 77% (37/48) cases were achieved within the 26 weeks. This will continue to be monitored,

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	Q4 position	Trend	Director 's Year End Commentary
Transformation of YOT – reducing caseloads	77	80	73	88	89	Worsened	The YOT has had an increase in caseload over the year. There has been an increase in First Time Entrants to the system which follows the pattern in a rise in referrals regarding adolescents through the MASH. This will continue to be monitored
Transformation of YOT – reducing costs	£749,757 annual outturn	£636,800 projected annual outturn	£618,600 Projected annual outturn		£601,500	Improved	Spend has reduced in the YOT but demand for support has increased; the service is very stretched. Spend will not be monitored in 17/18 through this report.
Address first-time entrants to youth justice system (number of first time entrants in the quarter)	13	16	17	30	15	Stable	There has been an increase in first time entrants over the year, but it is positive to note a reduction in Quarter 4 after a spike in Quarter 3. Portsmouth remains slightly above the comparator average. This will continue to be monitored.
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)	40.7% (Jan 14 – Dec 14)	42.8% (Apr 14 – Mar 15)	Improved	Reoffending rates have started to reduce in Portsmouth, It must be acknowledged that this data is 2 years behind. Portsmouth YOT has just started using a live reoffending Tracker through Core+, the computerised record system. This should be able to provide relevant and up to date information on reoffending when it is embedded. This will continue to be monitored.
Reduce use of custody	1	1	2	2	3	Stable	Use of custody has increased, but remains at very low numbers. With the small cohort of Portsmouth YOT any change can look more dramatic than it is. Over the last 3 years use of custody has continued to reduce. This will not be monitored in 17/18 through the quarterly report.

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	Q4 position	Trend	Director 's Year End Commentary
Increase number of in-house foster carers	178	190	181	192	196	Better	Improving trajectory of new foster carers. Strong fostering Brand and has offset a potentially greater dependency on IFA placements. This will continue to be monitored.
Reduce reliance on external foster carers (independent providers)	49	51	51	50	54	down	Significant increase in Unaccompanied Minors (UAMs) has impacted on the IFA numbers. This will continue too be monitored.
Ensure relevant and robust sufficiency plan in place	Sufficiency plan updated May 2016 (This will not be monitored through the quarterly report for 17/18)						
Increase stability in placements	Short-term 15.53% Long-term 54%	Short-term 14.03% Long-term 63.48%	Short-term 14.33% Long-term 66.09%	Short-term 15.32% Long-term 66.96%	Short-term 16.02% Long-term 65.04%	Worsening trend	141 new episodes of care this year and 358 placement moves/changes in the month demonstrates the huge activity involved at A to R. This has inevitably led to higher number of placement changes. Placement stability working group has been re-established.
Number of children subject to child protection plans (and compared to statistical neighbours)	267 Stat. neighbour rate per 10,000 = 63.4	219 PCC Rate per 10,000 = 50	216 PCC Rate per 10,000 = 49.32	241 PCC Rate per 10,000 = 55.02	242 PCC Rate per 10,000 = 55.25	Stable	The number of children on a Child Protection Plan has increased to be closer to last years figure and nearer to the number per 10,000 of stat neighbours. PCC continues to have a lower proportion of the population on a CP plan compared to Stat Neighbours. This will continue to be monitored.
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	0-5 391 days 6-13 1279 days 14+ 1340 days	Improving	This is a positive news story. We will continue to monitor this indicator.

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	Q4 Position	Trend	Director 's Year End Commentary
Increase in numbers of children registered as privately fostered	7	4	3	3	3	Stable	This is still a low figure, suggesting registration rates do not fully reflect the reality on the ground. This will continue to be monitored.
Increase in numbers of children returning home from care	28/128 (21.9%)	3/32 (9.4%)	7/35 21.21%	5/28 (17.86%)	7/34 (20.59%)	Static	26 of the leavers last year were UAMs (20.47%), if you remove them from the total the result for the year is 21/101 (20.79%) Returned home Other outcomes were 50/101 (49.50%) were adopted, SGO, or CAO made 20/101 (19.80%) became 18 4/101 (3.96%) Recorded as any other reason 2/101 (1.98%) Left care to live with a person without PR (relative, other person or non PR parent) 2/101 (1.98%) Were sentenced to custody 1/101 (0.99%) Independent living - no formal support 1/101 (0.99%) Remand accommodation ended Recently agreed additional funding for reunification project.
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	14.4	static	The system recently changed from health team sending out the SDQ forms to Through Care Team. This is a priority for the service. The system is being reviewed to ensure that carers/schools and Social Workers as well as young people receive the tool in advance of the health assessment.
Increase in number of SDQs completed	68.7%	61.8%	72.9%	63.8%	61.6%	static	Focused work is being developed for SDQs. Development sessions in the teams being planned to help staff understand the significance of the SDQ. Exploration of tools that can be used with care leavers(current process is up to age 16) All young people with high SDQ score are referred to CAMHs for assessment.
Adequate move-on accommodation available for care leavers	86%	83%	80%	77.1%	87.9%	improving	Slight improvement in 16/17. We remain concerned about a minority of care leavers who do not have or are unable to maintain adequate accommodation . Work is currently been done with the Housing department to explore options to improve the position. This will continue to be monitored.
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	No further audit activity this quarter	n/a	Quality will be monitored through the quality assurance framework processes. This will not be reported on through the quarterly reports.

Children's Services : Quarterly progress report (6)

Function : Safeguarding monitoring

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Commentary
Improved practice demonstrated through audit activity	87%	90%	100%	82%	Not yet available	n/a	The audit sample is relatively small (12 cases per month). Learning from audit informs training and is cascaded through teams. Current high workload levels make it more difficult to embed best practice but key messages are identified for staff. We will continue to report on this.
Percentage of newly-qualified social workers	19.7	19.5	15.6	17.2	17.5	n/a	This remains relatively high and adds to pressure on front line managers. The indicator will continue to be monitored.
Retention of social work staff, measured by % staff employed for over 2 years	Data available from Q3			64%	62%	n/a	This has slightly decreased in Q 4 in line with the slight increase of newly qualified social workers. Generally this is a positive picture . We will continue to monitor this as a key stability indicator.
Number of referrals to Local Authority Designated Officer	39	40	32	60	32	stable	This remains relatively stable; an increase in quarter 3 post the summer holidays is to be expected. This will continue to be monitored.
Number of issues resolved through challenge and escalation process	6	10	5	6	3	reduced	This is low and the process is being reviewed and relaunched to improve use of it. We will continue to report quarterly.
Number of staff accessing Social Work Matters Skills Academy and feedback	2	0	19	17	0	n/a	The academy ran Sept – Dec in 2016 and is planned to repeat this format in 2017. This allows for one group to complete the programme together. Detailed feedback from the 2016 cohort and their supervisors is being collated to inform the 2017 training programme. We will continue to report.

Children's Services : Quarterly progress report (7)

Function : Education – inclusion

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Commentary
No. of SEN statements/EHC plans (% of SEN statements/EHC plans)	935 3.1%	Data not available	Data not available	Awaiting data	Awaiting data		
% of CYP (0-25) transferred from SEN statements to EHC plans	7.7%	Data not available	Data not available	Awaiting data	Awaiting data		
% of new EHC plans issued within 20 weeks (excluding exceptions)	84%	80%	86%	Awaiting data	Awaiting data		
% PEPs completed on time	62%	83%	97%	98%	Awaiting data		New indicator method: with data collected termly. Q3 values relate to autumn term 2016. Q4 values spring term 2017 - which is still underway at time of collation. Overall performance is much improved. This will continue to be monitored.
% Pathway plans completed on time	80%	70%	80%	Awaiting data	83%	Improving	This will continue to be monitored
Overall absence from primary schools (Number in brackets is national average)	4.3%	Available next quarter	4% (3.9%)	Available next quarter	4.1% (4.0%)	Improving	Situation improving but not as fast as national rate. Note: primary school absence rates are improving faster than secondary. This will continue to be monitored.
Overall absence from secondary schools (Number in brackets is national average)	6.4%	Available next quarter	5.9% (5.0%)	Available next quarter	6.2% (5.2%)	Improving	Situation improving but not as fast as national rate. N.b. primary school absence rates are improving faster than secondary. This will continue to be monitored.
Persistent absence from primary schools (Number in brackets is national average)	2.3%	Available next quarter	9.4% (8.8%)	Available next quarter	8.8% (8.2%)	New indicator	The indicator for PA has changed from 15% of possible sessions in 2014/15 to 10% for 2015/16, hence the increase. This will continue to be monitored.
Persistent absence (PA) from secondary schools (Number in brackets is national average)	7.3%	Available next quarter	17.6% (12.3%)	Available next quarter	17.7% (13.1%)	New indicator	The indicator for PA has changed from 15% of possible sessions in 2014/15 to 10% for 2015/16, hence the increase. This will continue to be monitored.

Children's Services : Quarterly progress report (8)

Function : Education – inclusion

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Commentary
No. of Permanent exclusions from school (Previous year's figure in brackets)	5	2	1 (3)	7 (10)	4 (6)	Relatively stable	Permanent exclusions remain low in comparison with statistical neighbours and national averages.
No. of fixed period exclusions from school (Previous year's figure in brackets)	620	454	211 (153)	383 (547)	599 (572)	Improved	Whilst we can see a slight increase in quarter 4, there is approximately a 14% decrease in fixed period exclusions this academic year compared to last. Individual school increases will be monitored by the behaviour and attendance group. We will continue to report through quarterly monitoring.

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	Q4 position	Trend	Director's Year End 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	Building works on site and on schedule	On track	Progress as expected with this scheme and due to complete in September 2017. We will not need to report on this in 2017/2018/
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	Options appraisal stage with EFSA – awaiting feedback – due in Q1	Near completion of appraisals	Scheme are being managed and delivered by the Education Skills Funding Agency. All schemes are at options appraisal stage . Progress has been slower than anticipated , although indications are that the appraisal is nearing completion. We will continue to report quarterly.
Completion of priority capital works to address urgent condition issues (school modernisation programme 2016/17)	Schemes underway	Schemes underway	Schemes underway	Schemes underway	Schemes underway	<p>All condition projects are progressing well or completed. There are no significant issues, aside from pressure on funding.</p> <p>All primary phase 2 sufficiency schemes are progressing well or have been completed.</p> <p>All secondary phase 1 sufficiency schemes are progressing well or have been completed.</p> <p>Secondary sufficiency Phase 2 programme has begun with feasibility studies being undertaken focusing on The Portsmouth Academy, Admiral Lord Nelson School and Charter Academy. £2.96m of secondary school basic need funding has been allocated for 2019/2020. It is hoped that a similar level of basic need funding will also be allocated in 2020/21 and 2021/22. A paper will be brought forward to lead member decision making outlining the 3-year secondary strategy to meet increasing pressure for secondary places, so that the LA can meet it's statutory duty.</p> <p>Prioritisation is being given to complete the remodelling of Cliffdale Primary for which there is sufficient funding. Funding is still required to complete the Redwood Park Project.</p> <p>We will continue to report on capital programmes in this report.</p>	
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	Schemes Underway		
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	Work underway . Minor delay at Springfield.		
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	Detailed design is underway. Cliffdale project is progressing.		

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	Q4 position	Trend	Director's Year End 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	Construction in progress and on track	On track	Scheme is on track and the admission numbers for September 2017 are healthy. We will not need to report on UTC construction in 17/18.
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	Detailed design is underway	On track	Detailed design will be completed in Q1, and it is expected that the project will go out to tender during Q2. The scheme is due to be completed ready for the 2018/19 academic year. We will continue to report quarterly.

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	Q4 position	Trend	Director 's Year End Commentary
Implementation of NEET and post-16 Strategy, measured by:							<p>Continued progress has been made in reducing the number of young people who are NEET. Action to reduce the number of young people who are unknown has been particularly successful. South Downs/Havant, Highbury and Portsmouth Colleges and 10 secondary schools are participating in the Youth NEET Prevention Programme for 2017/18. We will continue to report through 17/18.</p> <p>KS5 Level 2 and Level 3 results in 2016 were impacted by the KS4 results of that cohort.</p> <p>There is an improving trend for starts at intermediate and advanced level. The Apprenticeship strategy also has a focus on success rates which will be reported in Q1 May 2017.</p>
% 16-18 year olds NEET	4.5%	4.4%	3.8%	3.8%	3.7%	Improving	
% 16-18 year olds unknown	1.7%	1.2%	6.7%	4.4%	0.8%	Improving	
% participation in education/training at age 16	93.5%	92.9%	88.7%	91.4%	95%	Improving	
% participation in education/training at age 17	86.1%	86.0%	81.1%	83.5%	86.8%	Improving	
Achievement of Level 2 (including English and Maths) by 19	61.7% (2015)	55.5% (annual indicator - 2016 final)				Declining	
Achievement of Level 3 by 19	49.5% (2015)	43.5% (annual indicator - 2016 final)				Declining	
Implementation of Apprenticeship Strategy , measured by:							
No 16-18 starts at Intermediate level	370 (2014/15)	290 (Aug 2015-April 2016)	Data not available	570 (Aug 16 – Jan 2017)		Improving	
No. of 16-18 starts at Advanced level	140 (2014/15)	110 (Aug 2015-April 2016)	Data not Available	410 (Aug 16 – Jan 2017)		Improving	
16-18 Apprenticeship success rate	77% (2015)	Annual data not yet available (due May 2017)					

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	Q4 position	Trend	Director's Year End 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	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.
Year 1 Phonics Screening % working at the standard	74% (2015)	81% (annual indicator - 2016 final)				Major Improvement, now in line with national	
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.	
KS2 Reading, Writing & Maths - % at least expected standard	New indicator	48% (annual indicator - 2016 final)				Considerably below national	Through the Portsmouth Education Partnership (PEP) the shadow operational group concluded an analysis of the 2016 outcomes against agreed criteria in Q3. This determined school improvement support in 2016/17 for LA maintained schools and flagged areas of concern for MATs / academies. All Priority 1 and 2 schools have now been visited with support in place for all of them. Some Priority 3 schools have been contacted. This will be completed in Q1 of 2017/18.. The Government has announced a bidding opportunity under the Strategic School Improvement Fund. First round of bids to be submitted in Q1. This is a significant opportunity for the PEP which the Teaching School will be co-ordinating on behalf of the PEP. This will complement and enhance the current school collaborative programme in Portsmouth.
KS2 Reading Average Progress Score	New indicator	-1.5 (annual indicator - 2016 final)				Sig below national average	
KS2 Writing Average Progress Score	New indicator	-1.3 (annual indicator - 2016 final)				Sig below national average	
KS2 Maths Average Progress Score	New indicator	-1.7 (annual indicator - 2016 final)				Sig below national average	
KS4 % 5 A*-C including English and maths	50.7% (2015)	52.6% (annual indicator - 2016 final)				Improving	
KS4 A*-C English and maths	52.6% (2015)	58.3% (annual indicator - 2016 final)				Change in indicator definition for 2016	Ofsted judgements for 2016/17 have been very positive. Only one school (St Jude's) has moved from Good to RI. All others have either moved from RI to Good (e.g. Mayfield), stayed as Good (e.g. Craneswater Junior) or Outstanding (e.g. Mary Rose Academy), or moved from Good to Outstanding (e.g. Cliffdale Primary)
KS4 Attainment 8	New indicator	46.3 (annual indicator - 2016 final)				Well below national	

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	Q4 position	Trend	Director's Year End Commentary
KS4 Progress 8	New indicator	-0.17 (annual indicator - 2016 final)				Sig below national	As set out on previous page
% entered EBacc	36% (2015)	37.9% (annual indicator - 2016 final)				Improving, above national	
% achieved EBacc	19.7% (2015)	18.9% (annual indicator - 2016 final)				Well below national	
% 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)	84% (March 2017)	Steady	

**Adults' Services Q4
(January 2017 – March 2017)
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	Q4 position	Director's Year End Commentary
<p>Portsmouth has residential care beds available for those who are unable to live in their own home</p>	<p>New measure for ASC returns</p>			<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>Outstanding – 0 Good – 12 homes Requires improvement – 15 homes Inadequate – 2 homes No published rating – 20 homes</p> <p>From a CQC standards perspective there remains 2 nursing homes in special measures .</p> <p>Discussions regarding formation of a Care Home Support team with GPs linking to homes is being taken forward as part of MCP developments.</p>	<p>Portsmouth has not seen any major home closures in 2016/17.</p> <p>Harry Sotnick House has proposed a re-opening after a self-imposed restriction on admissions, this is expected during the first quarter of 2017/18.</p>
<p>Portsmouth has sufficient domiciliary care available to enable people with care and support needs to remain living independently in their own homes.</p>	<p>New measure for ASC returns</p>			<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>Demand continues to grow. Local Health provider has proposed to develop End of Life care service to free up community dom care.</p>	<p>Portsmouth has seen two agency closures in 2016/17, carers from these agencies TUPE'd to new/existing providers. Capacity in the city remains tight and new providers rarely accept Council set rates for domiciliary care, which creates budgetary pressures.</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	Q4 position	Trend
Collaborative working with NHS Colleagues	New measure for ASC returns			<p>Progress:</p> <p>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</p>	<p>E-learning package is being actively used by PHT, Solent and PCC staff. Carers Service Staff are providing ongoing support to PHT and Solent to achieve their organisational goals concerning carers. Please see Carers Service Annual Report for more detail.</p>	<p>There has been significant progress in organisational commitment to identifying, supporting and respecting the role of carers across PHT and Solent. The Carers Service would like to work towards this commitment to be developed in Primary Care to ensure that Carers are being identified and supported across the health and social care system.</p>
Implementation of the NHS England Carers toolkit	New measure for ASC returns			<p>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.</p>		
Review of the Carers Assessment process	New measure for ASC returns			<p>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.</p>	<p>It is expected that the corporate intervention team will be working with the Carers Service to implement a new Carers Assessment Process in the first half of 17/18.</p>	

Function : Integrated Learning Disability Service

Agreed measures of progress

Q4 position Director's Year End Commentary

Day Service

We have de-commissioned 66% of the in house service much independent sector provision and re-commissioned services that focus on the 4 Preparing for Adulthood outcomes

- **Work**
- **Health**
- **Independence/Learning**
- **Relationships and Community**

We have replaced 'block contracts' where we agree to pay a provider a fixed amount with individual budgets so people can change their Service and the money moves with them. This approach works together with the introduction of a named worker for all service users and a focus on a support plan that identifies clear long and short term, aspirational outcomes for people. We have moved from a Supermarket model of provision where Day Centres try and do everything to a High Street Model where you go to a particular place for a particular purpose and the focus is on independence and personal development

We are currently reviewing services for people who would be described as 'at risk' under Transforming Care. We will look to integrate into other services where we can and provide specialist provision where we cant

Transition

Transition is perennial concern for young people and their families. Since the Children's Act statements have been replaced by Education Health and Care Plans which from 14 should focus on the 4 Preparing for Adulthood (PfA) outcomes. We have dedicated Transition Workers within the integrated Team and as a National Demonstration site are tackling 3 issues

- **Making sure that EHC Plans identify and support achievement of aspirational PfA outcomes**
- **Using information from planning to inform commissioning particularly for people who may 'fall between stools' for example people with autism**
- **Working with Colleges to make sure transition in and out of College is smooth and that we work together under the umbrella of the EHCP**

The re-design of Day Services supports the PfA focus

We are now a Partners in Policy making pilot working with Education, Portsmouth College and In Control to develop innovative ways of planning and to address many of the issues that affect Transition

Function : Integrated Learning Disability Service

Agreed measures of progress

Q4 position
Director's Year End Commentary

Housing & Support

In 2013 we set a target to reverse the res care/supported living ratio 40(SL)/60(Res Care) and we have done that. But often Supported Living is only understood as a service type and we need to make sure that people have as much choice and control as possible and that they are supported to be independent. The Local Government Association is clear that pressure on LD budgets is greater than on any other Care Sector and that the only sustainable approach to tackle this is by supporting people to be independent and part of their Communities

We are addressing 4 key questions

- How do we expand the range of housing and support options?
- How do we support people to explore what is right for them?
- How do we decide what is 'good' and how will we measure it?
- What are the rules around development?

We have had 2 stakeholder conferences to look at this and work is being led by a sub group of the Partnership Board that service users and carers are part of.

Our excellent collaborative relationship with Housing means that we can provide changing options 5 significant housing developments are underway. We are improving the quality of Services in terms of both Accommodation and Support, we are using assistive technology (Just Checking) to further independence, we are moving away from small 2-4 person shared houses for people with complex needs as they are both limiting and expensive, expanding floating support and increasing the number of up to 8 flats with communal areas

Respite Care

Currently the basic offer is Russets a residential Care Home. Its expensive, it doesn't reflect the range of respite options that people want and it is expected to accommodate emergency placements and a range of needs often which are incompatible. So we are looking to move from a one stop shop to offer a menu

- Gig buddies
- Outreach Support
- Holidays
- Shared Lives

We have converted 2 houses to support emergency placements and provide for people who need a smaller quieter environment. This will be financed by ceasing independent sector respite, reducing cost of staffing that was required because of the unsuitability of Russets for some and by use of Russets by other Agencies

Function : Integrated Learning Disability Service

Agreed measures of progress

Integration

We have an exceptionally able and committed integrated team made up of Nurses, Social Workers, Psychology, Occupational Therapists, Speech and Language Therapy, Psychiatry. Integration is often a challenge but works well. CQC have rated the Service 'Outstanding' which they have stated is not the case in any LD Team in the UK. We have introduced Single line management and a Named Worker system. This reflects an asset based approach. Using a Support Planning tool the Team developed we focus on key outcomes - the things that matter to us all and proactive engagement and planning. This has meant we spend less time attending to what is not working. It also means that when opportunities occur because of the relationship and knowledge the Named Worker has referrals are readily forthcoming

Collaboration

The sixth theme is about doing things together. In terms of Carers - for example - we provide regular meetings and Newsletters. Carers welcome the Named Worker approach and the consistency of someone they know. All new contracts require that providers involve Carers and Service Users is measuring the quality of that service and support Carers and Service users to have their say. We have recently trained Service users and Carers to 'enter and View' for example Stakeholders are also involved in the design of services whether that's sitting down with architects plans or advising re colour schemes and furnishings

We also see providers as partners and have a provider forum and maintain regular contact. We encourage Named Workers to get to know providers well

This all comes together in the Partnership Board which has a very collaborative feel and which monitors the transformation programme as well as being the conduit for stakeholder views

Adults' Services : Quarterly progress report (4)

Function : Safeguarding Adults

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End 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>

Adults' Services : Quarterly progress report (5)

Function : PCC owned and managed Residential Care

Agreed measures of progress	Baseline as at Q4	Q1 position	Q4 position	Director's Year End Commentary
PCC own and manage 3 residential units for older people with dementia . This section highlights some of the work that is being done directly to the benefit of residents			<p>Wifi will be put into our residential units to enable residents to skype and stay in touch with relatives.</p> <p>Ipads will be introduced into residential units to use as live time reminiscence sessions with residents with a dementia, this will enable the care worker to quickly bring up a picture on YouTube of, (for example) a car or singer from the era the resident remembers which will help facilitate meaningful conversations with residents</p> <p>Residents with a dementia will often become very frustrated when they try a door which is locked and will forget they have tried the door multiple times a day. this can cause distress and challenging behaviour in a resident in a residential care home environment. We have used 'library book' wallpaper to cover store room doors in one of the PCC residential unit as a trial with excellent results, the residents are now not attempting to open the store room doors. This will now be rolled out to the other residential units within PCC</p> <p>People with dysphagia or swallowing difficulties often require pureed diets and can miss out on foods such as biscuits/cheese and crackers etc as these are labelled difficult to puree. PCC has been exploring if pureed/soft diets can be made more appetising and enable residents in care homes to eat foods that are not traditionally pureed. People eat with their eyes, wanting to see food first and then taste. PCC have now employed a Catering manager who will work with cooks across the PCC homes in providing nutritional and appetising foods that still look like and taste like 'normal' food. The anticipated outcome will be an increase in appetite in our residents with a dementia and enable a person centred approach to nutrition of our most frail elderly service users and increase health & wellbeing.</p>	

**Public Health Q4
(January 2017 – March 2017)
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	Q4 position	Trend	Director's Year End 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.	4 businesses assessed through the year. Workplace health position deleted as part of restructure.	Improving	Building a healthier city remains a priority for public health for 2017/18. During 2016/17 local businesses were engaged with the Workplace Charter showing greater awareness and recognition of the link between employee health and reduced absenteeism. Removing this post was necessary in achieving efficiency savings in the public health restructure. By focusing on improving the health of all Portsmouth residents in the coming year we aim to continue to demonstrate our commitment to a healthy workforce.
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	Attendance at City plan and transport workshop. Health impact assessment training planned.	N/A	Our joint working with the City Development Team and Transport has progressed over the last year. We hope to continue to strengthen this relationship through embedding Health Impact Assessments and a Health in All Policies approach. Improving the air quality in Portsmouth is becoming an increasingly important issue and is needed to reduce harmful health consequences, including early death. Public health has contributed to development of the refreshed strategy and we will continue to support implementation over the coming year. Our role in promoting active travel is a key strand in this agenda.
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.	Attendance at City plan and transport workshop.	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	Q4 position	Trend	Director 's Year End Commentary
Support local health resilience planning, for example, hot and cold weather	-	-	-	-	We are working with the emergency planning team to update hot and cold weather plans for Portsmouth	-	-
Screening and vaccination programme							
Cervical screening uptake (PHOF 2.20ii Cervical screening coverage 2015/16)	68.7% (Dec 2015) (PHOF 2.20ii 2015/16 coverage: 68.1% (2014/15: 69.6%))	Not available Coverage: 68.1% (16/17 Q1)	Not available Coverage: 67.4% (16/17 Q2)	Not available Coverage for 16/17 not available yet	Not available Coverage for 16/17 not available yet	n/a	Yea end data awaited to assess progress. The screening and immunisation Public Health England team embedded within NHS England commission these programmes across Wessex. The main public health function is to scrutinise delivery and be assured of plans to improve screening coverage. There is work to be done to improve screening in Portsmouth which the is being taken forward together with the Directors of Public Health in the other local authorities in Wessex.
Breast screening uptake (PHOF 2.20i Breast screening coverage 2015/16)	66.8% (Dec 2015) (PHOF 2.20i 2015/16 coverage: 72.2% (2014/15: 70.6%))	Not available Coverage: 71.7% (16/17 Q1)	Not available Coverage: 70.7% (16/17 Q2)	Not available Coverage for 16/17 not available yet	Not available Coverage for 16/17 not available yet	n/a	Nationally screening and immunisation programmes have been expanding in their aims through introduction of new screening (bowel cancer) or immunisation (flu in children, HPV) delivery – Introducing these has used a lot of the available capacity in the teams – as these new programmes become better embedded we would hope to see capacity released to focus on improving the uptake rates especially in the more deprived areas where low screening rates particularly have been a longstanding problem.

Public health : Quarterly progress report (2)

Function : Health protection

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director 's Year End Commentary
Screening and vaccination programme							
MMR Uptake at 5 years	90.7%	90.7%	90.8%	90.4%	Not available	n/a	<p>Yea end data awaited to assess progress.</p> <p>The screening and immunisation Public Health England team embedded within NHS England commission these programmes across Wessex. The main public health function is to scrutinise delivery and be assured of plans to improve screening coverage.</p>
Flu uptake in the under 65s	45.7% (15/16)	49.5% (2016/17)				Increased from previous year but remains lower than the 55% uptake ambition	<p>There is work to be done to improve screening in Portsmouth which the is being taken forward together with the Directors of Public Health in the other local authorities in Wessex.</p> <p>Nationally screening and immunisation programmes have been expanding in their aims through introduction of new screening (bowel cancer) or immunisation (flu in children, HPV) delivery – Introducing these has used a lot of the available capacity in the teams – as these new programmes become better embedded we would hope to see capacity released to focus on improving the uptake rates especially in the more deprived areas where low screening rates particularly have been a longstanding problem.</p>
Flu uptake in pregnant women	45.8% (15/16)	54.2% (2016/17)				Increased from previous year but remains lower than the 55% uptake ambition	

Public Health : Quarterly progress report (3)

Function : Starting Well

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Year End Forecast	Director's Year End 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)	Total UP + UPP = 1,115 (UP = 589, UPP = 526)	Trend indicates decrease in numbers but based on this data unable to judge whether this is positive.	<p>Commissioning of 0-19 services has been delegated to children's services under a Memorandum of Understanding. This includes provision of the early help and prevention team which is currently being implemented. As part of this implementation stage, clarity across pathways for young people will be needed and this is being developed jointly with the Children's team and service providers.</p> <p>The aim is to provide services which work in an integrated fashion with the early help offer for the city.</p>
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)	Project on hold pending early help MOU	N/A	See above
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.	YC assessment process on hold until new early help service is in place.	N/A	See above

Public Health : Quarterly progress report (4)

Function : Living Well

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End 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.	WBS = 2 referral recorded for Physical Activity Sport England expression of interest submitted	N/A (small numbers)	As a proportion of the total caseload, the wellbeing service have had only a small number of referrals specifically for physical inactivity. However, the service has shown a marked change in activity status of some individuals. The wellbeing service is currently undergoing a Vanguard redesign which will look closely at this, and other, elements of the service. Sport England have put out a number of calls for expressions for interest focused around improving physical activity for defined groups. Public health have led some of these bids and contributed to others, developing partnerships across sectors, leading to real opportunities for change in the City (irrespective of the bid outcomes).
Increase proportion of children and adults who are a healthy weight	Healthy weight pupils: 76.0% Year R 64.8% Year 6 (NCMP, 2014/15) Healthy weight adults 46% of 16+yrs (Lifestyle Survey, 2015)	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.	WBS = 107 referrals for Healthy weight; 21 for healthy eating only. Healthy Weight pupils:75.7% year R, 63.8 % year 6 (NCMP 2015/16)	(RAG rating) Amber NCMP years R&6	NCMP data shows the proportion of children achieving a healthy weight in year R and year 6 had remained broadly similar comparing 2015 and 2016 data and is similar to England. In 2017/18, public health is keen to work with schools to encourage initiatives such as the Daily Mile and Golden Mile to help children become more active and for more children to achieve a healthy weight. For adults there is a recognition that delivering individualised services to the large proportion of the population who are overweight or obese is unrealistic, and public health interventions are increasingly going to focus on population level interventions to improve physical activity levels and diets (for example increasing the uptake of active transport in the city).

Public Health : Quarterly progress report (5)

Function : Living Well

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End 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, at 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)	Continuing to work with Maternity and QA smoke-free committee to promote NHS smoke-free sites.	N/A	Important steps have been achieved through on-going work with maternity services and QA hospital, including towards improving the external environment Achieving a reduction in smoking prevalence remains a real challenge for Portsmouth and will be a focus of our work for 2017/18.
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)	45% (% of infants being totally or partially breastfed, recorded at 6 to 8 weeks)	improving	There has been an encouraging increase in the proportion of infants being totally or partially breastfed, recorded at 6 to 8 weeks. Public health will continue to support implementation of the infant feeding action plan.

Public Health : Quarterly progress report (6)

Function : Living Well

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End 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%)	WBS = 41 referrals for smoking. 126 people setting a quit date. 96 had a successful 4 week quit. PHOF 2015/16 12.7% smoking status at time of delivery	(RAG rating) RED smoking status at time of delivery	See above for description of the wellbeing service and redesign process.
Make Portsmouth a city with an improved reputation, where alcohol is enjoyed responsibly and harm to individuals, families and communities is reduced	320 receiving alcohol treatment and a successful completion rate of 34.7% Wellbeing Service being implemented and now collecting baseline data	274 receiving alcohol treatment and a successful completion rate of 34.7% Wellbeing service delivered: 182 received Alcohol brief advice and 85 received Alcohol extended advice	234 people receiving treatment, successful completion of 31.6%.	181 people receiving treatment, 76 successfully completed treatment. Successful completion rate of 42%	163 people are receiving alcohol treatment, 72 successfully completed treatment. Successful completion rate of 44.2%.	See commentary	We have seen a significant reduction in the numbers of people receiving alcohol treatment in our community service, this is linked to the decommissioning of the Alcohol Interventions Team and other reductions in resourcing across substance misuse services. Although we are working with a lot less people, those we are working with are more likely to complete alcohol treatment successfully (44.2%), up from 34.7% in 15/16. This also compares positively with the England average which is 39.7%

Public Health : Quarterly progress report (7)

Function : Living Well

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End 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%	- Number of eligible people who were offered a NHS Health Check 2,516 - Number of people that received a NHS Health Check 655 - Percentage of people that received an NHS Health Check of those offered 26% - Total year: Percentage of people that received an NHS Health Check of those offered 28.5%	See commentary	There has been a reduction in the percentage of people that received an NHS Health Check of those offered in 2016/17 compared to the previous year (40%). This reduction was expected and is in line with budget reductions allocated to delivering NHS Health Checks.

Public Health : Quarterly progress report (8)

Function : Living Well

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director 's Year End 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	2016 data not yet available	N/A	2016 data awaited to assess progress.
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%	808 in treatment 105 successful completions 12.9%	Stable	The number of people in treatment and % of successful completion has remained broadly stable each quarter.
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	Service restructure complete – 17/18 objectives pending	Action plan developed with focus on suicide and self-harm prevention, in addition to promoting parity of esteem.	N/A	This action plan has been developed and will feed into the actions stated in the 2017/18 business plan.
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*	23.9% (11 out of 46 HCs) Percentage of people identified as high risk of diabetes from an HC, delivered within Pharmacy*	N/A	Identifying individuals at high risk of diabetes from an NHS Health Check is an example of how community pharmacies can utilise their skills to support aims of the wider system. These individuals will be highlighted to their GP.

Public Health : Quarterly progress report (9)

Function : Ageing Well

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Commentary
Support Better Care programme needs analysis	-	-	-	-	-	-	-This line has remained in the plan but I am not sure specifically what work it refers to and due to the significant changes in the team I don't think we have the organisational memory to unpick this. Obviously we are keen to work with the Better Care programme but I am not sure specifically how to address this line.
Support the Integrated Commissioning Service in the implementation of the dementia strategy and the redesign of services across the pathway	-	-	-	-	We have worked with the ICS to look at potential uses of care technology to reduce dependence. This work is helping to inform the future commissioning strategy.	-	-
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	Provide dementia awareness to HC patients over 65 years old within Pharmacy. - Number of people 65+ - 10. - Number of people given dementia awareness information - 9		Although small numbers, provision of dementia awareness information to individuals over 65 years through their NHS Health Check is an example of how community pharmacies can utilise their role as a valuable source of health information and advice in our communities.

Regulatory Services and Community
Safety Q4
(January 2017 – March 2017)

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	Q4 position	Trend	Director's Year End Commentary
Shellfish: provide weekly specimens to FSA to secure shellfish bed designation	G	A	A	R	G	Steady	Yet to be confirmed however the FSA's requirements in terms of biotoxin sampling in both Portsmouth and Langstone harbour appears to be achieved (statistical analysis required). E-Coli classification sampling has been delivered in accordance with CEFAS monitoring protocols and the exploration of new classified areas has begun following the formal application from SOFA – CEFAS procedures are being followed in this regard. Demand for classification sampling remains high and therefore continued to be assessed in 2017/2018
Food hygiene: produce an annual plan in line with statutory requirements and minimise slippage against the plan	G	A	R	R	G	Steady	Analysis of 2016/2017 service delivery in accordance with the FLCofP demonstrates an improvement on previous years. Interventions however still below required levels and therefore remains a concern in 2017/2018. Annual FOP for 2017 / 2018 created in draft - forecast for Cabinet approval on the 14 th June
Port Health – Maintain income levels at £60,000 pa	G	A	A	A	G	Steady	Total income generated – IRO £75,000. Income target in 2017/2018 however to remain at £60,000
Pest control – exceed income target of £156,000	G	A	A	A	G	Steady	Total income generated – IRO £175,000. Income target in 2017/2018 however to remain at £156,000
Community burials: facilitate timely, dignified burials; aim to recover 80% costs from estates	G	A	A	R	G	Steady	New FD contract delivered. 64 referrals received. 59 funerals delivered. Full accounting still to be confirmed. Total outgoing £65,500 - total recovered currently unclear - if remaining 16 outstanding are representative of the 43 delivered –recovery could be IRO £58,000. Equating to 83% recovery rate
Air quality – ensure new DEFRA review and assessment annual reporting requirements are met	G	G	G	G	G	Steady	Monitoring of pollutants continues – data capture remains adequate in most areas. Next ASR to be submitted to DEFRA between June / September
Pollution control: continue to deliver all statutory environmental protection requirements with >95% satisfaction rate	G	G	G	A	G	Steady	Formal complaint level achieved. One LGO investigation undertaken into service delivery following Stage III – not upheld

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	Q4 position	Trend	Director's Year End Commentary
Primary Authority Partnerships – maintain the 10 current partnerships and pursue other opportunities as they arise	G	G	A	R	R	Deteriorating	A review of PAPs being undertaken. New FCR model devised within policy. One key PAP formally dissolved through the BRDO. Levels of income falling
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	R	Steady	Measures and targets set by previous TS Manager unhelpful in terms of monitoring - urgent need to recruit to vacant position – deliver PAP plan and BP – new measures to be set for 2017 / 2018
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	R	Steady	Measures and targets set by previous TS Manager unhelpful in terms of monitoring - urgent need to recruit to vacant position – deliver PAP plan and BP – new measures to be set for 2017 / 2018
Proceeds of crime – maximise amounts of compensation and confiscation recovered and work in partnership with other local authorities	G	G	A	A	R	Deteriorating	Measures and targets set by previous TS Manager unhelpful in terms of monitoring - urgent need to recruit to vacant position – deliver PAP plan and BP – new measures to be set for 2017 / 2018. Ability to execute diminishing

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

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Commentary
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Function: Civil Contingencies

Exercise Golden Fox – rewrite plans to address new safety zone	G	G	G – complete	G	G	Completed	
Business continuity plans				A	A	New process agreed. Corporate BC policy and BC plan reviews will take place in 2017/18.	

Function: Stray Dog Kennels

Secure £50,000 income generation	£32 000	A	A £22000	R £28000	R £40,000	This target was increased to £50,000 from the previous year's target of £32,000. Therefore progress was made to increase income but did not meet the target. Further work to generate income will continue into the next financial year.	
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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	G	Long term change required to commissioning in this area. Work to evidence need, explore and co-ordinate options is on going. Senior level oversight and SPP governance also required to make sure individual service reviews (i.e. supported housing/living and mental health transformation programme) and are joined up. Animation based on real case study commissioned and 2 further case studies completed. Progress report to SPP June 29 th .	
Establish city-wide early intervention /problem solving arrangements	NA	A	A -	A	A	Working with Police to reduce duplication of operational effort in relation to complex needs. Report to SPP 29 th June.	

Function: CCTV

Complete the income generation review		A	A report complete	N/A			This report was completed and identified some areas of change to the control room that is on-going. The Traffic Management Control Team is moving to the CCTV control room, the monitoring contract is coming in-house and work on reducing reliance on transmission line by use of wireless CCTV cameras continues to progress. This target can be removed for the next years report..
Implement recommendations as appropriate		A	A	A			

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Commentary
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Function: Domestic Abuse

Promote the UP2U service for perpetrators - success measured through income from sales		G	G	G	G		
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	R		

Function: Strategy and Partnerships

Research on costs of domestic abuse commissioned by LGA	NA	G	G-complete				Work to bring in income from OPCC for analysis across Hampshire stalled with new OPCC. Other research undertaken includes rough sleeping survey, mapping ASB associated with HIMOS, semi structured interviews with adults with complex needs, data modelling etc.
Complete strategic assessment	G		G-complete				This is an ongoing requirement – reduced financial resources has meant service review under taken in January 17. This will limit ability to income generate and produce the same level of analysis.
Complete the community safety survey - achieve a sample in excess of 1000 responses	G	G	G-complete				As above re on going research and analysis.
Complete the statutory SPP plan – agreed by the SPP and partner agencies including the city council	G	G	G	A	R		Current plan runs to 2018 – up date on progress planned for SPP June 29 th . Reduced resources in to support ongoing strategy development and delivery co-ordination mean SPP meetings may move to 6 monthly.

Function: Prevent

Ensure all activity from the action plan is delivered on time – measured by action plan monitoring	G	G	G	G	G		
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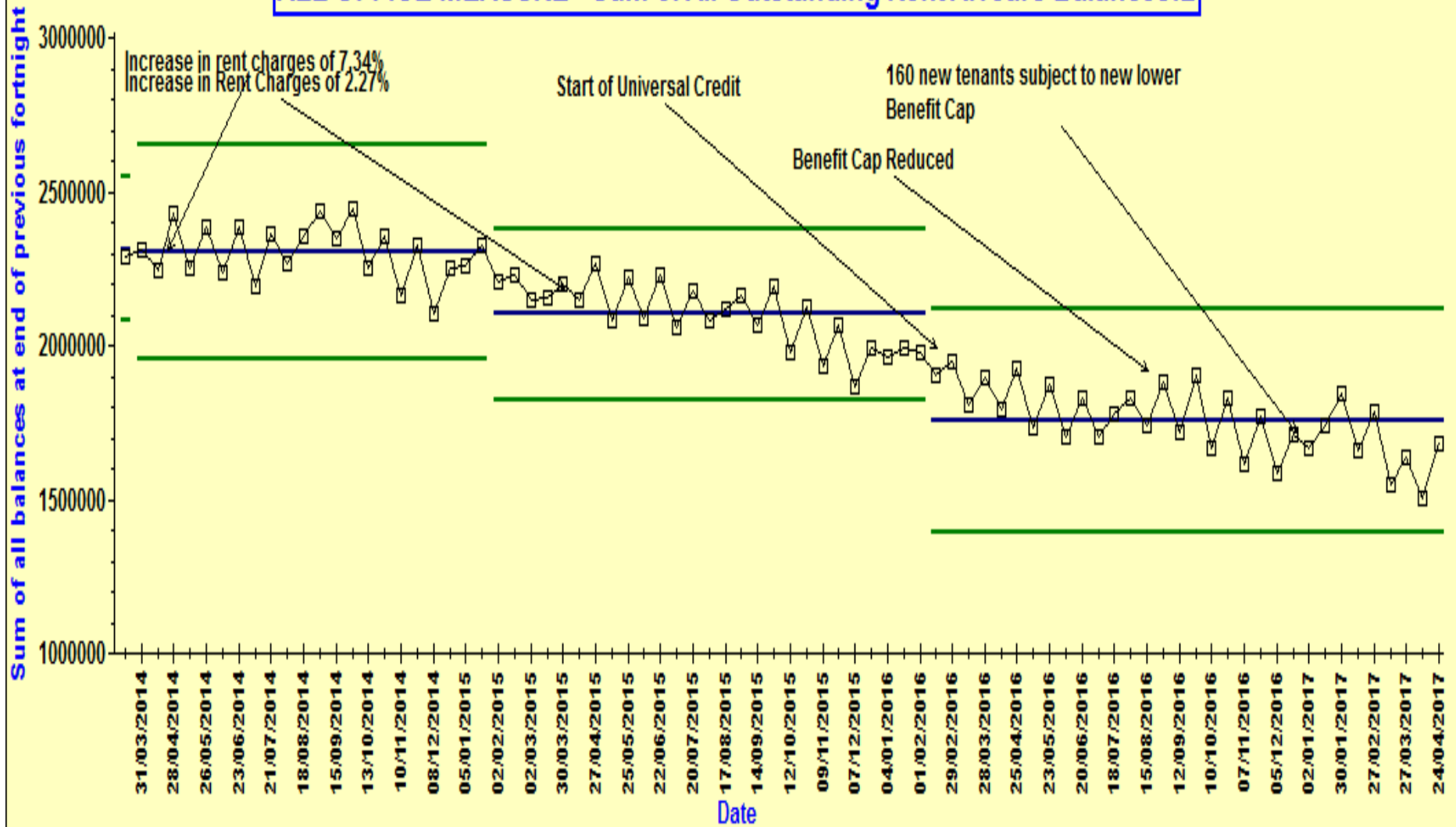
Property and Housing Services Q4
(January 2017 – March 2017)
Director: Owen Buckwell

Rental Income – Service Highlights

Purpose - To provide advice and support when needed, to enable people to solve problems and cope to stay in their homes

- Current Rent Arrears for Housing & Property Service stood has shown an ongoing reducing trend since September 2014
- In that period Rent Arrears have reduced from £2.44 million to £1.68 million – a reduction of £756K in the last 2.5 years
- The actual figure for Current Rent Arrears, as at April 2017 is £1,684,814
- The current mean or average is £1.75 million, with an Upper Control Limit (UCL) of £2.12 million and a Lower Control Limit (LCL) of £1.39 million
- Current Performance levels have been stable since February 2016 (15 Months)

ALL OFFICE MEASURE - Sum of All Outstanding Rent Arrears Balances:2



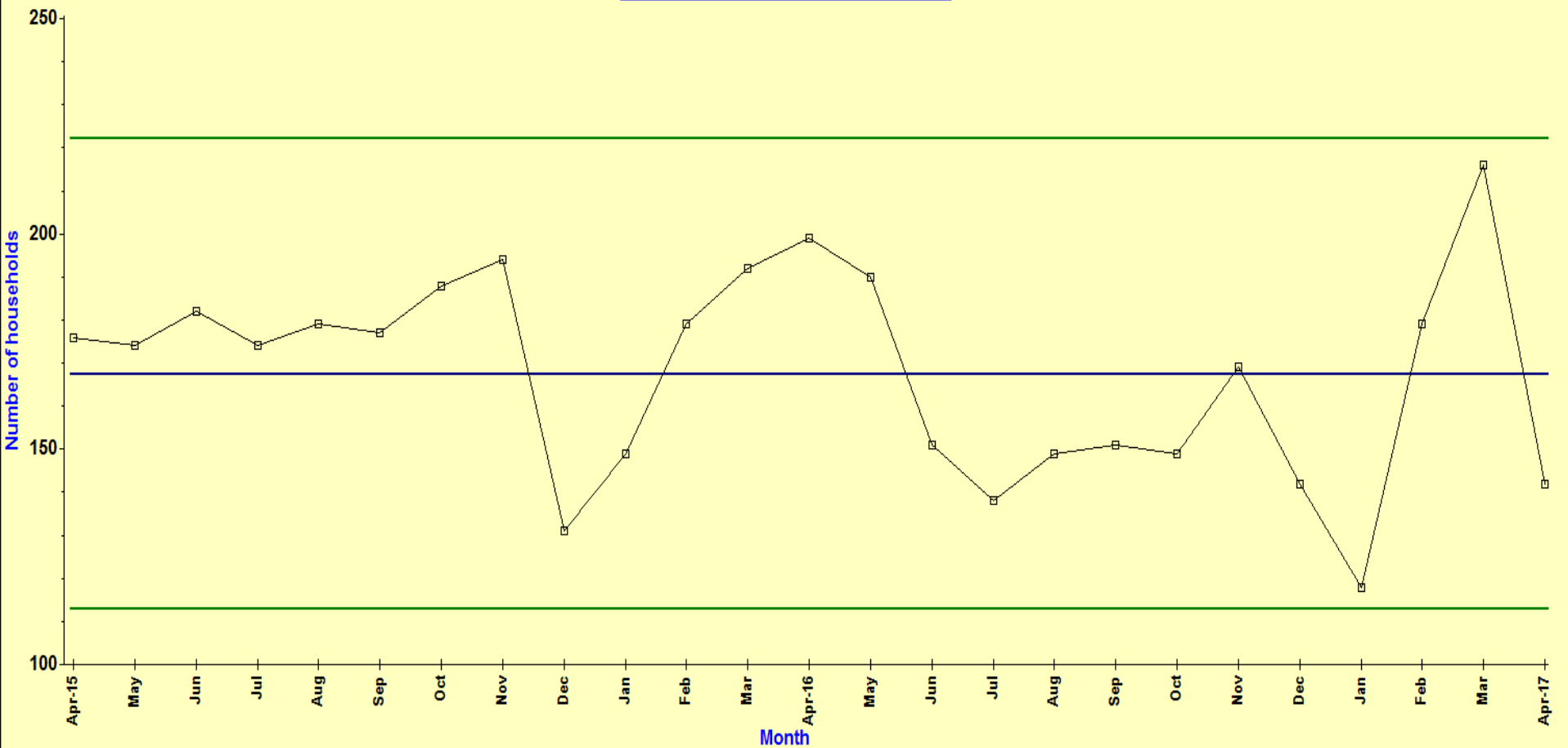
Split Start	01/04/2013	31/03/2014	02/02/2015	15/02/2016
U.C.L.	=2544603.0	2653628.0	2379428.0	2121111.0
Mean	=2314055.0	2304193.0	2100880.0	1756343.0
L.C.L.	=2083507.0	1954759.0	1822333.0	1391575.0

Housing Options - Service Highlights

Purpose - *Provide a suitable home when needed.*

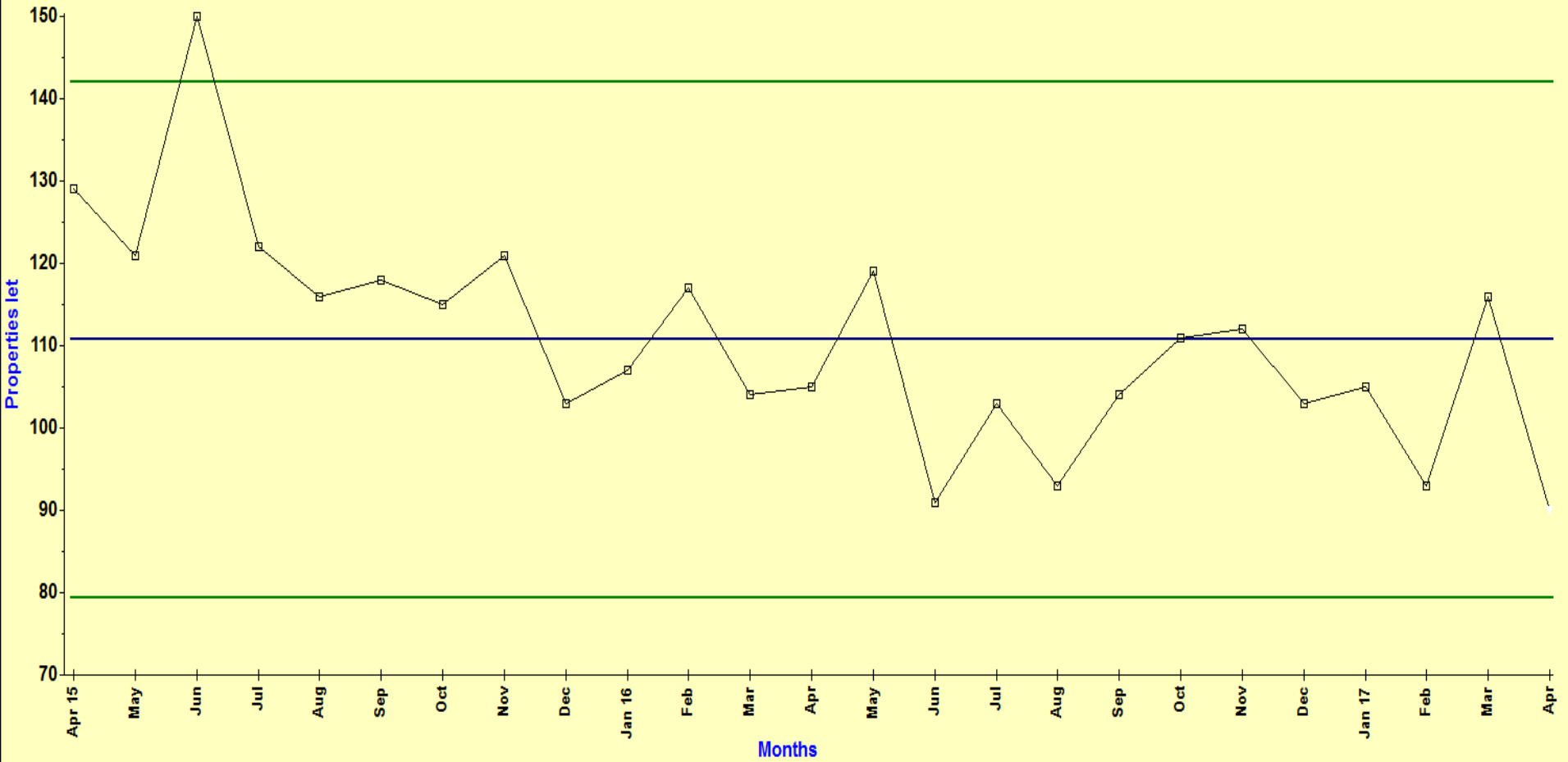
- The number of households joining the housing register each month is stable, with a mean of 167.5. It is normal for variation month by month to range from 113 to 222 households.
- The total number of properties let across all tenures each month has a mean of 110 properties. It is normal for variation month by month to range from 79 to 142 properties.
- The total number of homeless approaches each month has a mean of 91 approaches. It is normal for variation month by month to range from 46 to 136 approaches.
- The percentage of people presenting as homeless and found to have caused their own homelessness each month is stable with a mean of 11% of all the approaches we get.
- The number of bed and breakfast placements each month shows a stable trend with seasonal variations. The current mean is 18.8 placements. It is normal for variation month by month to range from 7 to 31 placements.

Households joining the list



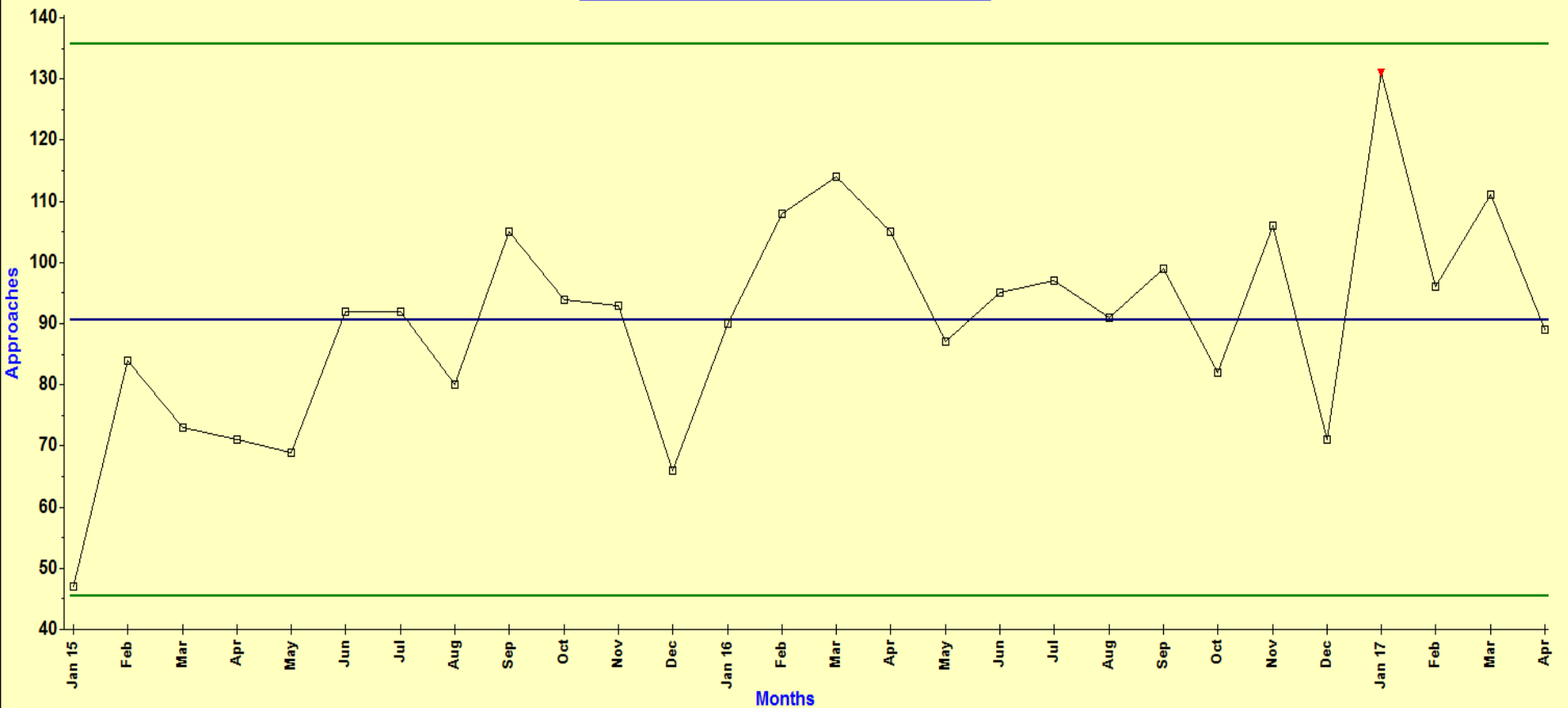
Start Apr-15
U.C.L. =222.1
Mean =167.5
L.C.L. =113.0

Properties let all tenures last 2 years



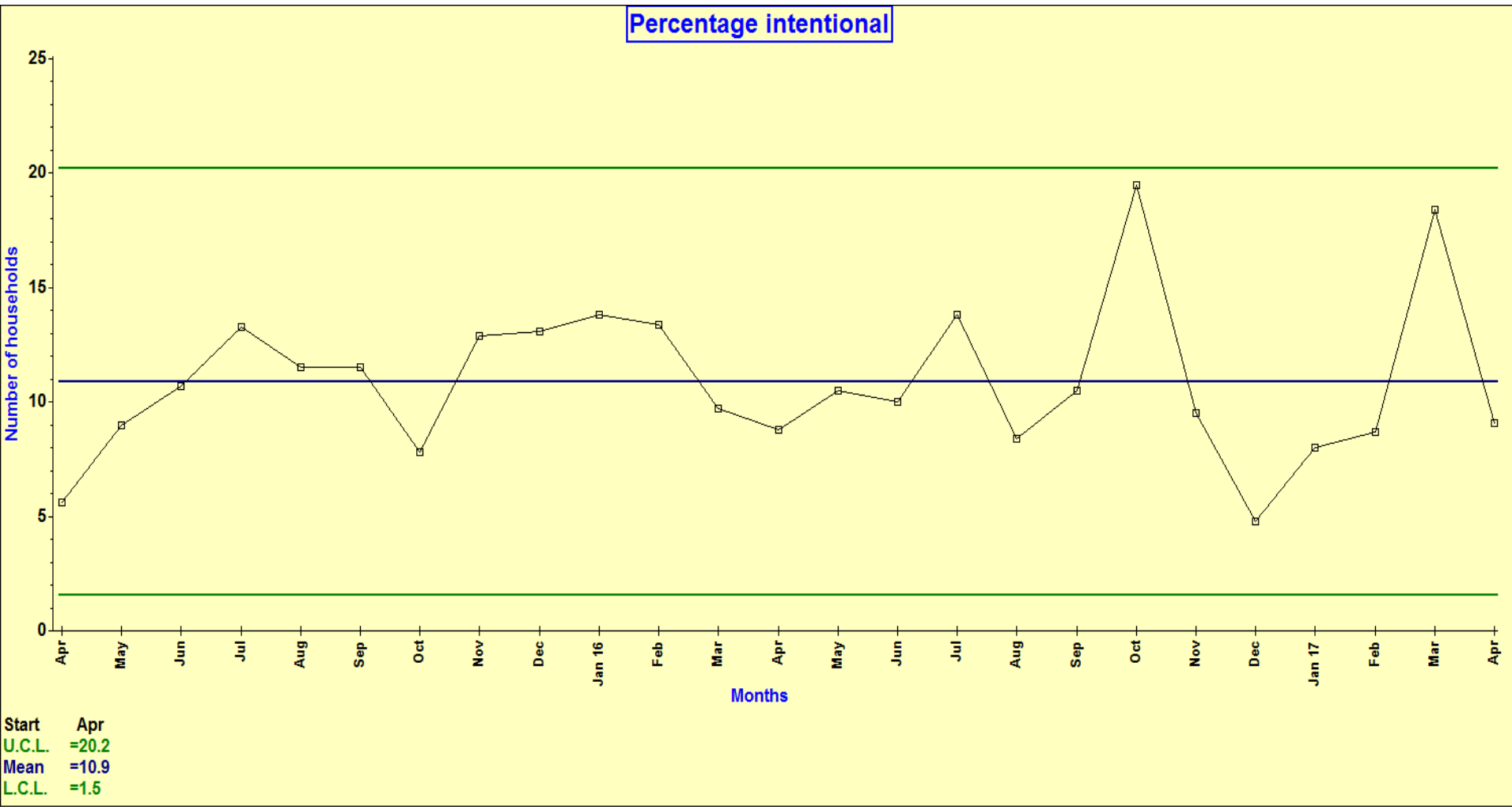
Start Apr 15
U.C.L. =142.1
Mean =110.7
L.C.L. =79.4

Homeless measures - Approaches

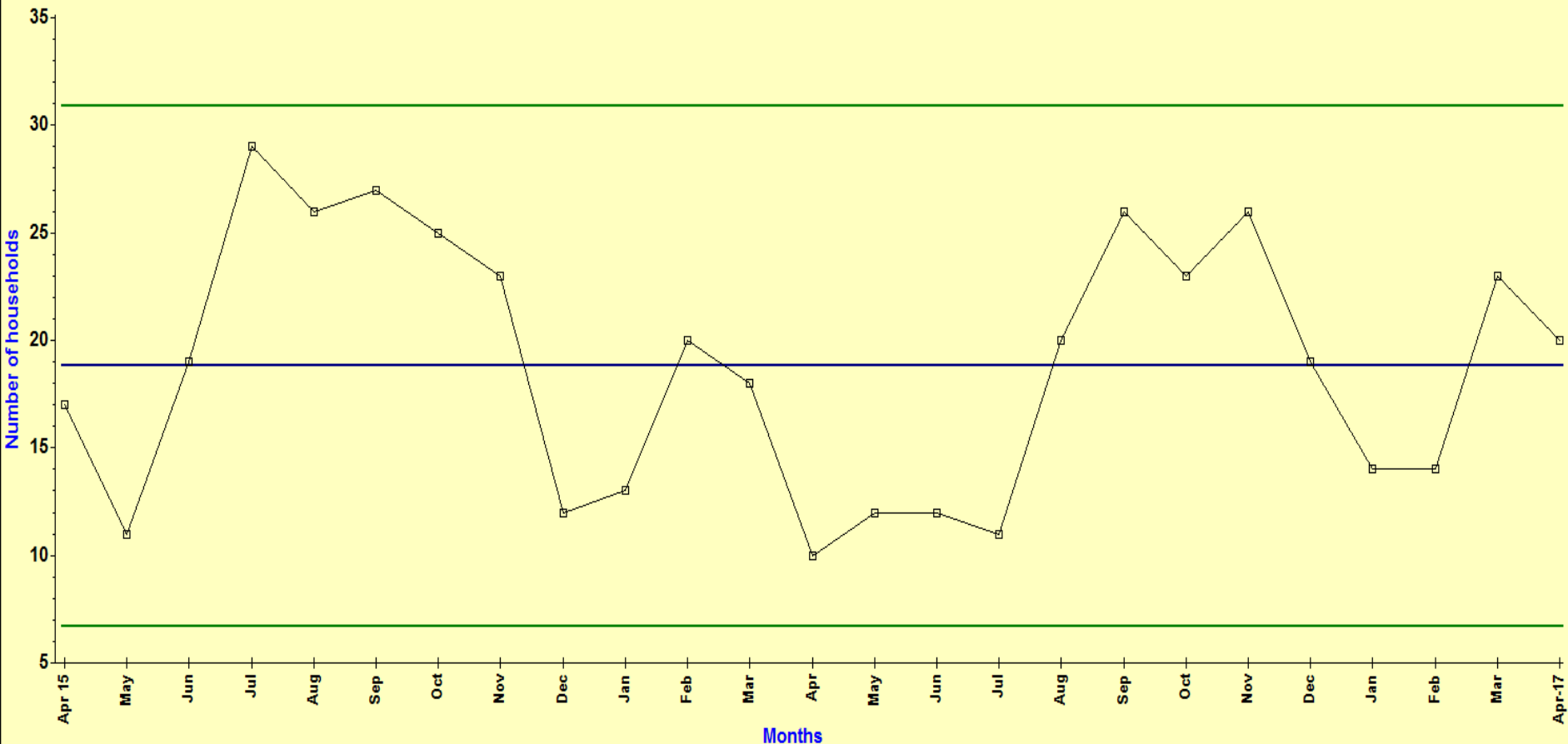


Start Jan 15
U.C.L. =135.8
Mean =90.6
L.C.L. =45.5

Percentage intentional



Number placed into B&B

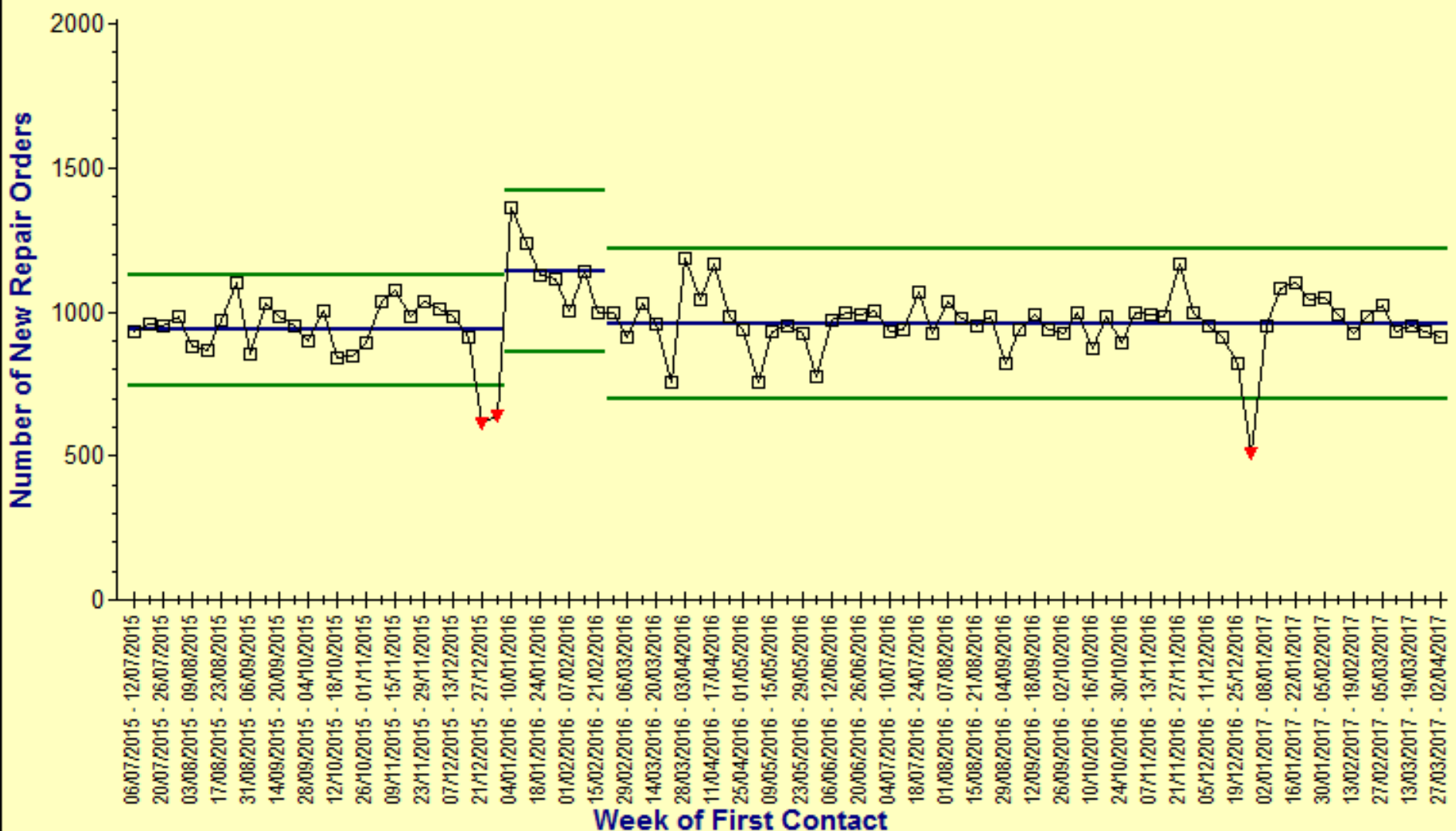


Start Apr 15
U.C.L. =30.9
Mean =18.8
L.C.L. =6.7

Repairs & Maintenance – Service Highlights

- **Purpose – The Right Repair at the Right Time**
- Demand for repairs has been stable for a significant period, the changes indicated to demand are seasonal every year with increased demand received for repairs during the winter period although this winter has been relatively dry and mild
- E2E and fixed first visit measures are stable but similarly indicate a seasonal variation due to the impact of the type of repairs received during the winter period such as roof repairs that require scaffold, which require more visits and a longer period of time to complete the repairs. The spike in repairs fixed first visit around Christmas week reflects the simpler nature of repairs reported.
- Repair fixed first time has been stable over many years but has seen a small but sustained improvement since August last year

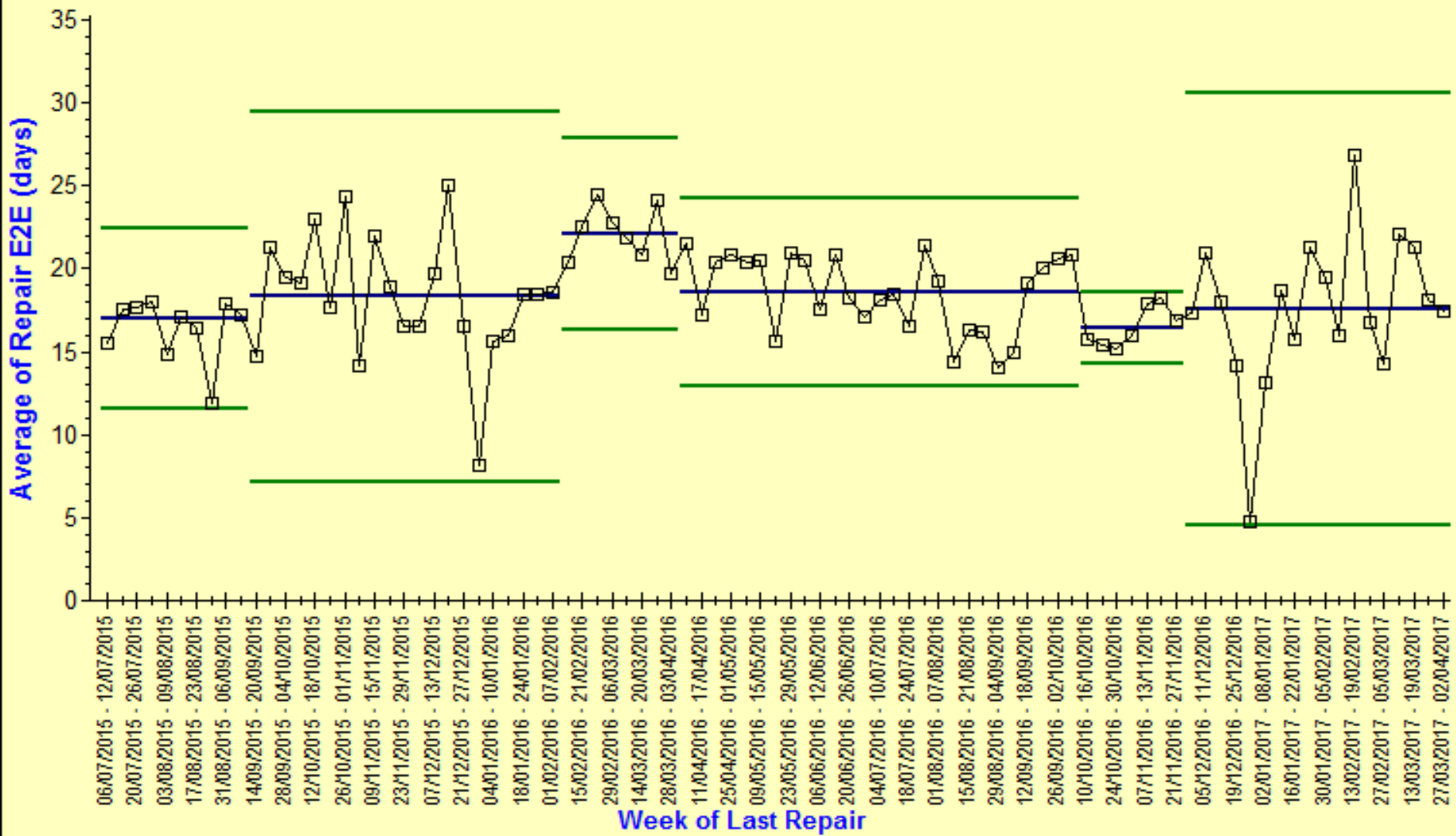
Repair new orders per week - service wide measure:3



Week of First Contact

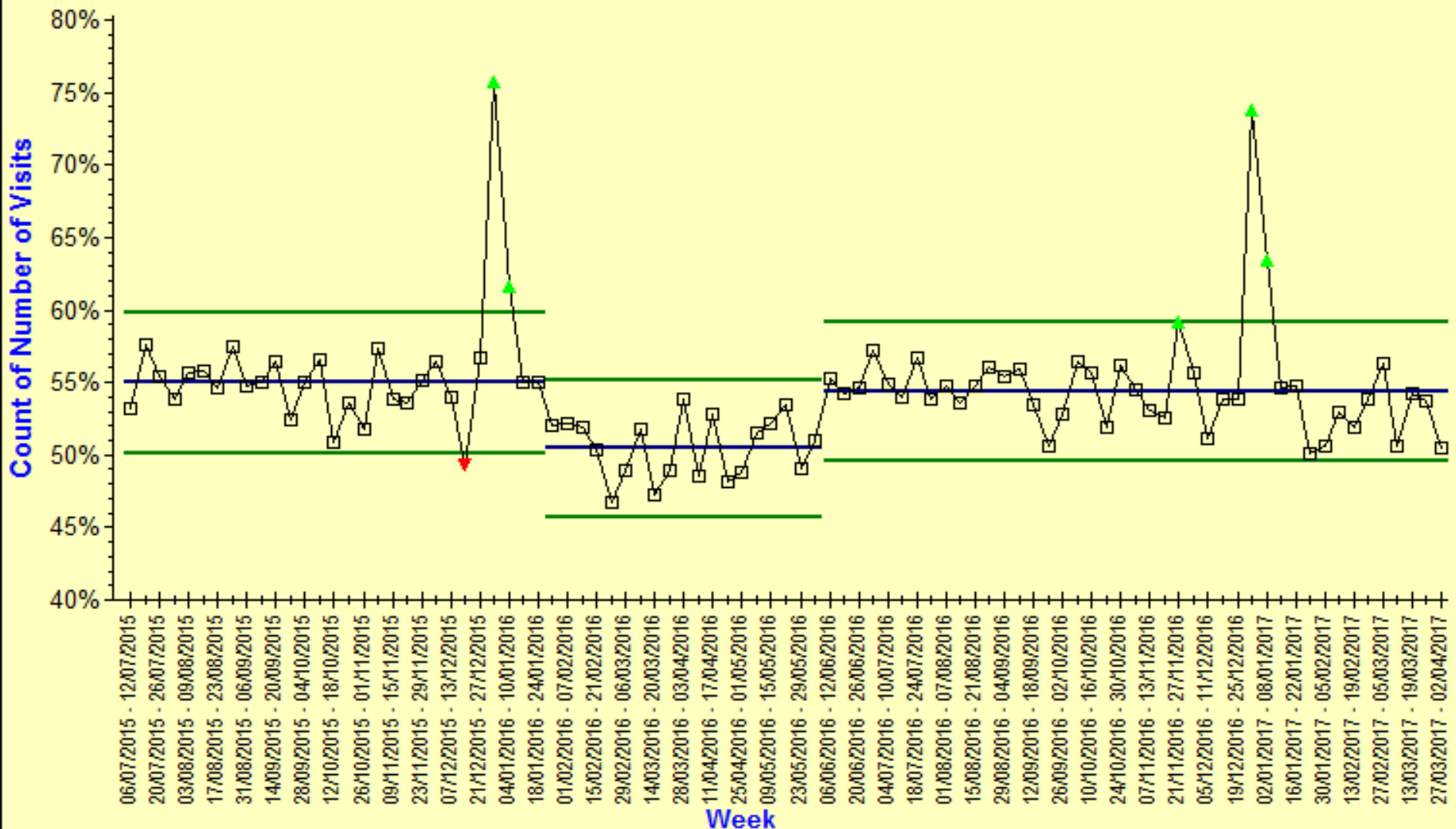
Split Start	09/03/2015 - 15/03/2015	04/01/2016 - 10/01/2016	22/02/2016 - 28/02/2016
U.C.L.	=1127.0	1419.8	1218.5
Mean	=935.3	1139.6	959.2
L.C.L.	=743.5	859.4	699.8

Repair E2E per week - service wide measure:3



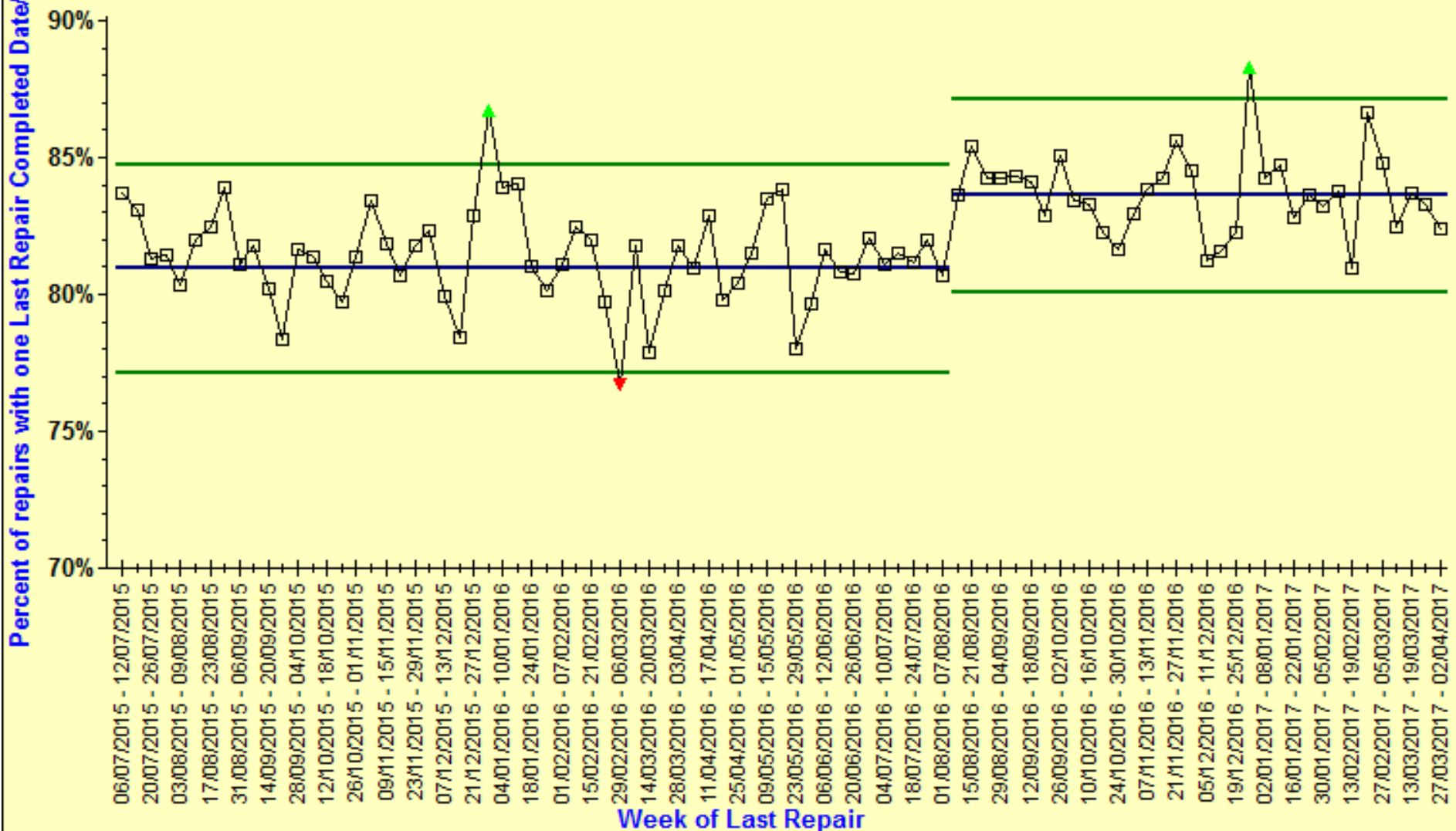
Split Start	23/03/2015 - 29/03/2015	14/09/2015 - 20/09/2015	08/02/2016 - 14/02/2016	04/04/2016 - 10/04/2016	10/10/2016 - 16/10/2016	28/11/2016 - 04/12/2016
U.C.L.	=22.4	29.5	27.9	24.3	18.6	30.6
Mean	=17.0	18.3	22.1	18.6	16.5	17.6
L.C.L.	=11.6	7.1	16.3	12.9	14.3	4.5

Repair fixed 1st visit per week - service wide measure:3



Split Start	02/03/2015 - 08/03/2015	25/01/2016 - 31/01/2016	06/06/2016 - 12/06/2016
U.C.L.	=59.8%	55.2%	59.2%
Mean Proportion	=55.0%	50.5%	54.4%
L.C.L.	=50.1%	45.7%	49.6%

Repair fixed 1st time per week - service wide measure:3



Split Start	23/06/2014 - 29/06/2014	08/08/2016 - 14/08/2016
U.C.L.	=84.7%	87.1%
Mean Proportion	=80.9%	83.6%
L.C.L.	=77.2%	80.1%

Date	FPN Litter issued	Litter - prosecution at Court	No. Reports initially recorded as Fly tips reported to SCT	No. of actual Fly tip investigations and resolutions from all reports regarding waste matters.	Fly tip Prosecutions	Fly tipping £400 fine	Construction waste	Dog Patrols carried out	Dog control inc fouling - formal letters sent	Dog fouling - FPN issued	Graffiti reported	Waste other - reported	Waste Other - Resolved	Early Refuse Issues reported	Early Refuse Issues investigated & resolved
Jan-16	22	0	68	37	0	n/a	n/a	137	0	2	4	177	166	n/a	n/a
Feb-16	40	8	41	31	0	n/a	n/a	83	5	0	8	191	166	n/a	n/a
Mar-16	9	0	40	20	0	n/a	n/a	80	1	2	21	236	210	12	12
Apr-16	5	0	58	34	0	n/a	n/a	59	1	1	5	268	224	27	27
May-16	8	4	49	35	1	0	n/a	67	0	0	10	275	221	34	34
Jun-16	3	1	66	44	1	0	n/a	59	1	1	7	269	202	41	41
Jul-16	3	0	44	18	0	0	n/a	67	0	0	9	253	217	28	28
Aug-16	15	0	41	17	0	0	n/a	74	2	0	12	258	214	24	24
Sep-16	88	0	69	30	0	2	n/a	47	1	0	6	266	214	47	47
Oct-16	51	0	58	35	0	0	3	27	0	0	3	218	159	44	44
Nov-16	42	2	63	37	2	2	6	48	2	0	5	216	171	35	35
Dec-16	33	1	41	28	1	0	2	54	1	0	2	152	119	35	35
Jan-17	17	0	57	36	0	0	4	70	0	0	7	161	123	31	31
Feb-17	22	2	59	33	1	0	4	23	1	0	6	165	110	39	28
Mar-17	46	1	82	50	0	1	6	67	2	1	2	192	172	52	30

Purpose – *To Enable Recycling and Remove Waste on Collection Day*

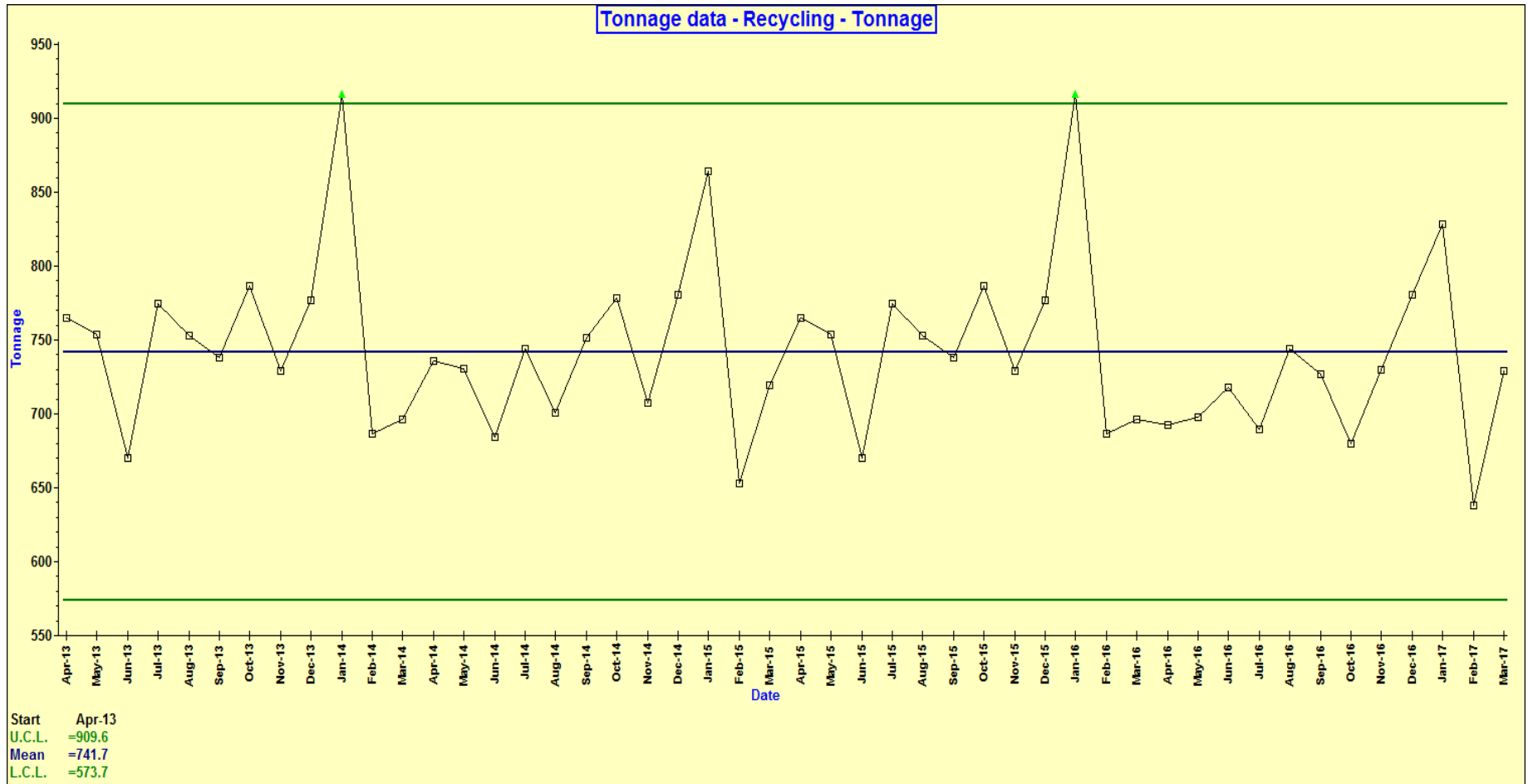
Clean City - Waste Management

Service Highlights

- The first chart is the recycling tonnage for the same period, this has reduced when compared to the same point last year
- Second chart is the **Household waste collection** tonnage which has increased on the same point as last year. Portsmouth residents produce 239kg per head per year compared to an average for Hampshire of 186Kg per head per year.
- Good news - Income from recyclables increased during qtr 4 – unexpected rise in price of paper and card in this qtr led to additional income of approx. £100k. However, prices already dropping so this is unlikely to be sustained. Overall income from recycling for 2016/7 was £382,159 (2015/6 was £280,351)

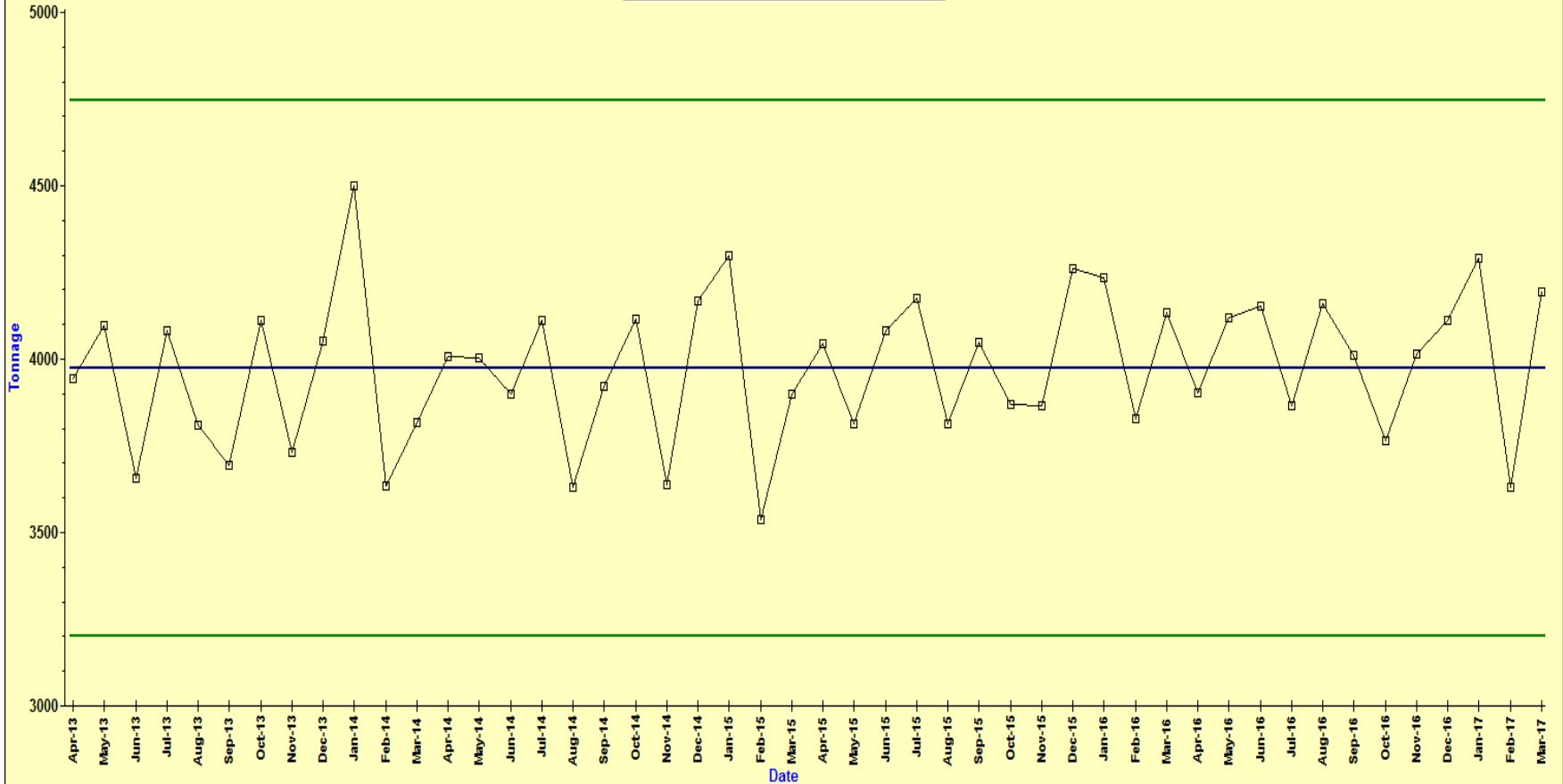
Waste Management

To enable recycling and remove waste on collection day



Waste Management

Tonnage data - Refuse - Tonnage



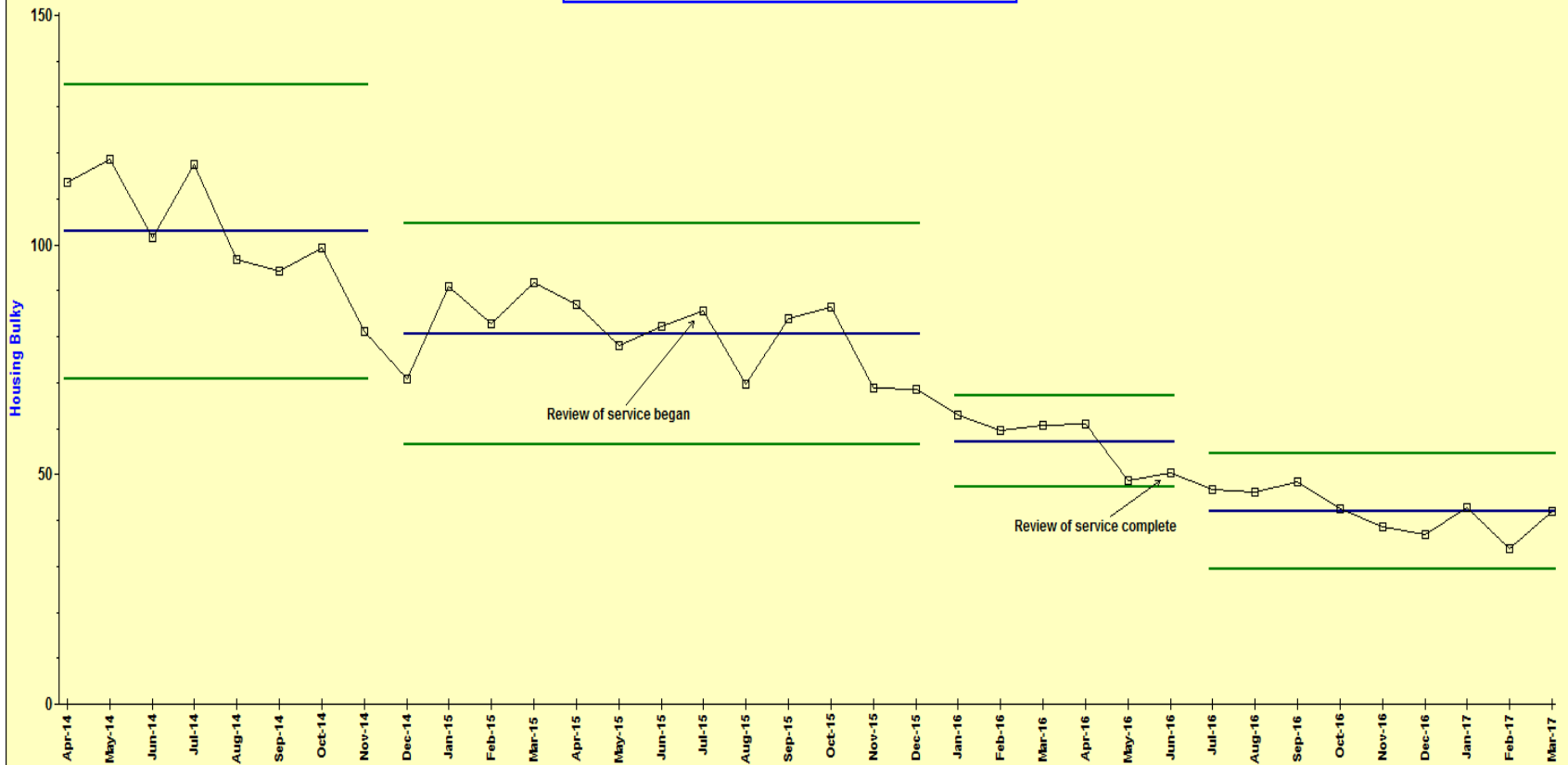
Start Apr-13
U.C.L. =4745.7
Mean =3974.0
L.C.L. =3202.2

Clean City - Bulk waste Service Highlights

- Demand reduction being sustained. Estate Services now focussed on problem areas
- Collection Crew and support team utilising capacity to do income generating work
- Manager reviewing service to ensure correct capacity.

Bulk Waste (Housing Areas)

Fly tip tonnage - Tonnage data - Housing Bulky



Split Start	Apr-14	Dec-14	Jan-16	Jul-16
U.C.L.	=135.0	104.7	67.2	54.5
Mean	=102.9	80.5	57.2	42.0
L.C.L.	=70.7	56.4	47.3	29.5

Transport, Environment and
Business Support Q4
(January 2017 – March 2017)
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	Q4 position	Trend	Director's Year End 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.	Implementation is underway and migration from the old system to the new system and traffic management centre is in progress.	Steady	The delivery of the system is complete. Final tests are underway, before it becomes operational. The final stages of this project will be reported on during 2017-18.
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.	All works are now out to competitive tender. Returns are expected in April 2017.	Steady	This programme is still in progress so will be included in performance reporting for 2017-18.
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.	During this quarter there were no significantly large events requiring special arrangements.	Steady	Network and Traffic management is vital for the smooth running of Portsmouth's large scale events. We will continue to report on the performance of this in 2017-18.
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.	The Council was successful in securing DfT funding for further data analysis technology. The project to implement the technology will begin 2017-18.	Steady	As this will become a stand alone project for 2017-18, its implementation will be reported on as a project next year.

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	Q4 position	Trend	Director's Year End 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.	2 projects are complete, with 1 due to be finished once the Hard interchange is handed over. Following successful delivery of all the Sustainable and Connected City projects, monitoring and evaluation is now underway for each of the schemes and final claim and output report are being submitted to the DfT.	Steady	The Local Transport Plan is an ongoing programme of projects funded by the Council's capital programme. This measure will be carried forward to next year, so reporting on current and new projects that are part of the overall plan.
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).	In March the amendment to the free parking period within KA zone (Old Portsmouth) was approved (reduction from 2 hours to 1 hour). This will be implemented by the end of April.	Steady	The approved review of residents' parking zones is progressing well. The achievement of the milestones within the residents' parking review will remain an important measure until it is complete.
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	In Q4 2016-2017 there was a 4.0% increase in passenger numbers and a 5.4% increase in revenue compared to the same period in 2015-2016	Steady	Patronage and revenue has been steadily increasing during the year. This measure will remain next year in line with the target to increase use of the Park & Ride service.

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	Q4 position	Trend	Director's Year End 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. 195 drivers' licences checked in Q1.	A further 125 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.	37 driver's licences were checked in Q4.	Steady	511 driver's licences were checked during 2017-18. This is not a mandated service but a demand led one that provides managers across the Council with accurate information on the validity of a member of staff's driving licence with advice on any action required in line with the PCC's Driving at Work policy. Meeting this demand has become business as usual so this measure will not be carried forward for performance reporting in 2017-18.
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.	The Integrated Transport is successfully providing transport for two day care centres in their transition from PCC run day care services to other providers.	The recently appointed Fleet Manager is now working with our marketing team to develop our traded services offer.	Steady	The Fleet Management service with the new manager in place is preparing to fulfil its targets. This measure will remain but be amended to reflect the current position in this services' development.

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	Q4 position	Trend	Director's Year End 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.	6 projects have been implemented. 2 have experienced some delays and will now be implemented by summer 2017.	Steady	The Local Transport Plan is an ongoing programme of projects funded by the Council's capital programme. This measure will be carried forward to next year, so reporting on current and new projects that are part of the overall plan.
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%.	The Q3 2011 to 2015 5 year average baseline is 159 collisions. In Q3 2016 there were 147 collisions, a reduction of 7.7%.	Full Q4 figures will not be available from Hampshire Constabulary until mid June 2017.	Improving	The overall figures show a reduction in collisions against a baseline average. We will continue to monitor casualty figures and design road safety initiatives aimed at those at the highest risk.
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 1,000 participants . The Quiet Routes research is progressing well. Pompey Monster Walk to School Campaign will begin as planned in Q4.	More than 1,000 pupils from three schools completed the Pompey Monster 'Walk to School' challenge and early feedback for the campaign is very positive. The Be Bright campaign engaged with over 600 people. The Family Cycle grant has provided over 50 bikes for low income families in the city.	Steady	Some initiatives such as Bike Doctor at Cosham High Street and Commercial Road will continue into next year. Quieter cycle routes around the city have been identified, and promotion of these takes place on Q1 of 2017-18. Consideration will also be given to running the Pompey Monster 'walk to school' programme in another cluster of schools A wider series of publicly accessible cycling events are also planned for 2017-18.

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	Q4 position	Trend	Director's Year End 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.	The report was reviewed by the Director of TEBS and outcomes accepted.	Steady	This report confirms the role of Parking Operations in enabling the free movement of traffic around the city whilst realising income from on and off-street parking services. Agreed action will be included in future performance reports.
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.	Preparation work for moving to virtual permits including testing has taken place. Should go live Q1 of next year. Camera enforcement of school zig-zag went live as expected in Q4.	Steady	The Parking Operations service will continue to explore and pursue opportunities for Channel Shift to provide better parking services in the city.
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.	Conversations are ongoing with existing and new customers over opportunities.	Steady	Parking Operations have been successful in renewing and winning contracts to provide services and expertise to other organisations with some interest coming after recent, publicised litigation. We will continue to develop this element of the service whilst ensuring that our core service is maintained.
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	50 badges were retained in Q4 compared to 10 in Q4 2015-16	Steady	The majority of badges retained in the last quarter were due to Civil Enforcement Officer business as usual interventions, which is a positive outcome from the time spent training the enforcement teams. The figures highlight that despite our success in detection and prosecution there is still a

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	Q4 position	Trend	Director's Year End 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.	1 project has been completed. 2 projects are in construction stage. 1 project is in the design stage. 1 project will be subject to further review before proceeding.	Steady	The Local Transport Plan is an ongoing programme of projects funded by the Council's capital programme. This measure will be carried forward to next year, so reporting on current and new projects that are part of the overall plan
All highway alterations carried out by private developers and other non-Highway Authority bodies meet the standards of the Highways 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.	There are now 21 Highways schemes related to development in progress. We are continuing to use our powers under the Highways Act for the one non-compliant scheme.	Steady	The amount of development in the city has been steadily increasing creating increased demand for support from the Highways Design team. Generally these schemes have complied with our requirements as the Highways Authority.
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	Q4 position	Trend	Director 's Year End 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%	Victory 90% Portsmouth 96% Challenge 100%	Victory 90% Portsmouth 92% Challenge 100%	Steady	The centres remain popular with small businesses. Some businesses have moved on which is both positive and encourages as it creates spaces for new business which are filled quickly resulting in high occupancy rates.
Commercial success of the Enterprise Centres, measured through income	2015-16 Income: £980,000	£248,000 rental income	£244,000 rental income	£240,000 rental income	£239,000 rental income	Steady	Rental income plus income from other Centre related services has resulted in the facilities exceeding the income target set for the financial year
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.	The networking event is still popular with new attendees each meeting. Information on other events is also communicated to businesses. Business Support continues to be offered and Solent Growth Hub information shared.	Steady	It is an extremely positive situation for local businesses being able to attend the networking events as our Business support offer is not limited to just the occupants of the centres. A new measure will be introduced next year to evaluate this.

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	Q4 position	Trend	Director's Year End 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	A total of 160 participants are now actively engaged on the programme.	Steady	The programme is gaining momentum in terms of recruits and achieving outcomes and will continue for at least a further year.
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.	Continuing to achieve contractual expectations in all areas.	Steady	The Work Programme has now recruited its last customers and will continue to support them for a further year. Work Choice has been extended until at least October 2017 and we will continue to support customers for another 12 months beyond this date.
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.	ELS on target to achieve income projections and a financial surplus at year end. Manufacturing to end the year slightly below income expectation.	Steady	ELS have performed very well in the last year and their financial position reflects that endeavour. Income for both ELS and Manufacturing will be closely monitored in 2017-18 with appropriate action taken on costs and revenues to achieve a balanced budget by year end
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	110 new starts in Q4	Steady	This activity is a vital one supporting, as it does, people back to work some of whom have been a long way from the labour market for a variety of reasons. The programme will run again in 2017/18 and hopefully will be as demonstrably successful
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	62 additional people have entered employment	Steady	We will continue to focus on securing employment for customers during the whole life of the respective contracts including their 'wind down' periods.

Culture and City Development
Q4 (January 2017 – March 2017)
Director: Stephen Baily

Culture and City Development : Quarterly progress report (1)

Function : Libraries and Archives

Agreed measures of progress	Baseline as Q4	Q2	Q3	Q4	Trend	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	Q4 570,646 total for the year	Deteriorating	This is less than last years figures but in line with national trends. In 2017/18 stock focus groups and a stock selection review will seek to increase issues
Information enquiries	109,800	Q2 Total will be provided for the year Q4	Q3 Total to be provided for the year in Q4	Years total 113,350	Improving	A significant increased resulting from targeted support for identified vulnerable groups
Digital: use of Peoples network	122,820	Q2 47,036	70,756	Q4 105,840 total PN hours	Steady	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. Still a significant demand for this service
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	ACE bid was unsuccessful but furniture is being purchased using funds from the Macmillan project	Steady	This aspect of the ACE bid will be funded via Macmillan Cancer Support and ongoing work with Public Health and Adult Social Care will seek to increase accessibility and increase use and partnerships
Learning: taster sessions	1049 learners	Q2 382 learners	Q3 861 learners	Q4 1,107 total for the year	Improving	Target achieved through engagement with learning providers Highbury and Portsmouth College
Cultural: Bookfest participants	819	Total available Q4	Q4 results	Q.4 945 total	Improving	Increase on previous year participation due to increased engagement with cultural sector and diverse choice of speakers
Children Promise: Summer Reading Challenge	2,700 participants	Q2 2,846	Total for the year – completed and achieved		Improving	Participation figures supported by comprehensive promotion programme to schools ahead of the event and engaging “Roald Dahl” theme
Six Steps: V1 Helpline Enquiries	4,304	Q2 2,591	Q3 3,102	Q 4 4,610 total	Improving	Achieved through ongoing engagement with VI community

Culture and City Development : Quarterly progress report (3)

Function : Libraries and Archives

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 position	Q4 Position	Trend	Director Commentary
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	Q4 Virtual issues 45,928 Virtual Enquiry 49,178 Total 95,106	Improving	Increase due to the introduction of new services, therefore this level use should sustain but level of increase will be less acute unless new services are identified.
Retain 1m physical visits	973,00	Q2 493,098	Q3 713,471	Q.4 974,631` Total visits for 2016/17	Improving	Visits increase achieved due to increasing diversity of building uses, i.e. for community groups and activities, by third party organisations, class visits, events etc
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	Bid reported unsuccessful March 2017		ACE confirmed bid met all categories but funding stream was 4x oversubscribed. Aspects of this bid, i.e. Information Hubs and Portsmouth Stories will go forward as separate bids to Libraries ACE funding
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	Q4 Server move achieved Jan 2017 Spydus 10 training and testing March 2017 Upgrade to Spydus 10 scheduled for May 2017	Steady	Upgrade to Spydus 10 will begin Q4 but Project dates reassessed September 2016. Remain on track for revised dates completion June 2017
Retain SLS traded service buy back SLS Reader development participants	97% 8047	8047 Q2 Total in Q4	Total in Q4	97% Buy back Total Portsmouth Book Award and Literature Quiz participation 8,377	Steady	Achieved buy back supported by additional level 2 service and provision of services to some West Sussex schools Reader development participation increase due to increased offer of activities

Culture and City Development : Quarterly progress report (3)

Function : Museums

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 Position	Q4 Position	Trend	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 <ul style="list-style-type: none"> - 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	Demolition complete - some remedial works still to finish. Contract developed for the new build	Steady	Works on track for completion 2 nd Quarter 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	Achieved Q3	Improved	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			Deteriorated	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	Total 267,100	Deteriorated	Overall visitor figures decreased by 9.32%. Lower figures due to the closure for refurbishment of both Cumberland House and D Day Museum. Positive figures at Southsea castle and Charles Dickens . Plans for increasing visits at City Museum are the new café and shop will encourage new and repeat visits along with redisplay in the Decorative Art Gallery and re programming and events planned for a range of audiences

Culture and City Development : Quarterly progress report (4)

Function : Community Centres

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 Position	Q4 Position	Trend	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	Increased by 2%	Improved	Increased by 2% represents an improvement but target not achieved . This work is ongoing
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	Increased by 3 %	Improved	Increased by 3% represents an improvement but target not achieved . This work is ongoing
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 inputted - Associations promoting 	Over 3,000 surveys within deadline by the end of Q3 Report to be produced for Q4	Surveys and reports completed and fed back to associations in February 2017	n/a	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		n/a	

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	Q4 Position	Trend	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>	Project in full operational phase and being maintained to specification and task frequency of former contract for initial period. Final phase of equipment Procured.	Steady	Staff transfer and new operation was achieved on target under PCC management for 1 st January 2017 .
Provision of new premises at Northharbour 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 Northharbour 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>	<p>Decision to commercial let Northharbours premises has been re-visited but remains unchanged.</p> <p>Also operational at the Burrfields road depot this quarter</p>	Not on track	Currently operating at serval satellite sites and long term premises solution still to be confirmed .

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	Q4 Position	Trend	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	Nursery and growing project in early stages of inception at Ave de Caen. Small commercial venture with opportunities of support from volunteers including this with learning disabilities	Steady	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	Meadow areas sown across the city as part of Portsmouth in Bloom initiative and monitored during summer seasons 2017	Improving	
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	Parks & open spaces ended the year with no budget variance . The service will continue to operate within approved budgets	Steady	Operational assets planned purchase for Yea 1 for the in house service remains in budget with a balance budget position

Culture and City Development : Quarterly progress report (7)

Function : Registrars and Coroners

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 position	Q4 Position	Trend	Director Commentary
Achieve 100% birth registrations with 5 working days	100%	Data available April 2017		100% achieved In 5 working days	Retained high performance	Remaining Data available April 2017 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.
Achieve 100% still birth registrations with 5 working days	100%	Data available April 2017		100% achieved In 5 working days	Retained high performance	
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.	Achieved appointments offered same day of next day . National problems with Registering deaths in 5 days of death . This is due to Drs not signing the MCCD in time and also delays caused by Bereavements Services not issuing MCCD's to relatives in a timely manner On going discussions with QA to reduce waiting times	See commentaries	
Achieve 100% declaration of marriage and civil partnership within 10 working days of appointment request	100%	Data available April 2017		100% achieved In 10 working days	Retained high performance	
Customer satisfaction with registrars service	98.2%		New survey being conducted. Results will be known from 1 st April 2017.	99.05%	Improved	
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.	WPC system successfully implemented . As training and processes in place	n/a	

Culture and City Development : Quarterly progress report (8)

Function : Registrars and Coroners

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 position	Q4 Position	Trend	Director Commentary
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%	Achieved in Q3	See commentary	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%
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	Feasibility phasing continues .The preliminary option appraisal identify West Sussex as a key partner to support the business model and discussions are ongoing .	n/a	

Culture and City Development : Quarterly progress report (9)

Function : Seafront Services

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3Position	Q4 Position	Trend	Director Commentary
Increase visitor numbers for events by 5%	710855	Q2 - 452,500 Accumulative 549,289	Q3 - 94,250 Accumulative - 643,539	Q4 4315, Total 647,884I	Steady	A growth of 3% was achieved if the consideration of the 100K less in Americas cup attendances is considered .Number of events increased and were well attended. KPI will be reconsidered for 2017 to reflect KPI in our control such as number of day of events as or depth and breadth KPI
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-	The current legislation enables a direct transfer from DCO to PSPO. Q1 consultation for PSPO is still planned	Steady Steady	
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.	Pop ups concession feasibility explored for next year summer season .	Steady	Target Achieved in Q3 Targeted to launch four new pop-pop food and retail sites across Southsea Seafront for the summer months as part of the 'POP Portsmouth: <i>Reducing Barriers to Entrepreneurialism</i> ' project

Culture and City Development : Quarterly progress report (10)

Function : Seafront Services

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3Position	Q4 Position	Trend	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	Completed q3	Improving	
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	Achieved £31,833	Improving	Achieved target
Full cost analysis of splash pool 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	Proposal to commercial sector and alternative delivery options but as a complex delivery model there was no not interest received	Steady	Will continue to deliver in house and date of opening on target for May 1 st bank holiday to attract over 30K visits

Culture and City Development : Quarterly progress report (11)

Function : Visitor services

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 Position	Q4 Position	Trend	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	2017 -2020 marketing strategy adopted at PRED and action plan will be implemented	Steady	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	2016 data is on target to be released Q3 2017	Steady	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	Objectives agreed. First objective achieved of Future Portsmouth skills events held in Q4	Steady	
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	8 successful projects reported to DTI setting new standard for success	Improved	Economic dashboard produced quarterly to underpin all economic growth interventions. Quarterly dashboard will be presented to members
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.	Funding obtained for Entrepreneurial Spark programme launched in June 27 th 2017.	Steady	Total funding obtained is £10K from NatWest and it is for a pilot programme of 3 months
Review Market offer within the city		undergoing a wider consultation to inform re-procurement	Appointed consultants to produce a 5 year Street markets strategy	Draft street market strategy produced for further consultation Received member feedback and currently under revision	Steady	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	Q4 Position	Trend	Director Commentary
Ensure applications dealt with in national standard timeframes: major applications (target 60%)	89%	100%	80%	100%	Stable	The Major ‘application type’ achieved 85% for the year end. This is substantially above the national target, however it does not improve on the 2015/16 year end which was 89%. The resourcing challenges in the service area have impacted on performance
Ensure applications dealt with in national standard timeframes: minor applications (target 65%)	80%	86%	88%	91%	Improved	The Minor ‘application type’ achieved 82% for the year end. This substantially exceeds the national target and is 2% above the performance for the 2015/16 year end.
Ensure applications dealt with in national standard timeframes: other applications (target 80%)	83%	92%	87%	91%	Improved	The Other ‘application type’ achieved 89% for the year end. This is 9% above the national target and 6% above the performance for the 2015/16 year end

Function: Sports and Leisure facilities management

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.				Completed
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		On track

Function: Building control

Explore expansion of the BC partnership and options for Trading Company	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
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Culture and City Development : Quarterly progress report (13)

Function : Planning

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 position	Q4 Position	Trend	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	Delay of 2 quarters	Steady	Early 2019n adoption due to additional technical s Assessments , extensive stakeholder consultation and government process
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	
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		delayed	
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	Funds continue to be allocated against various projects across wards with the support of ward members and the local community. significant spends in Charles Dickens and Eastney & Craneswater on public improvements	Steady	

Culture and City Development : Quarterly progress report (14)

Function : Planning

Agreed measures of progress	Baseline as at Q4	Q2 position	Q3 position	Q4 Position	Trend	Director Commentary
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		Delayed	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	Continuing discussions with city centre land owners in connection with the road		Steady	

Community and Communications
Q4
(January 2017 – March 2017)
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	Q4 position	trend	Director's Year End Commentary
Reduction in PCC spending on post/carriage and print by 5%	Reduction of £258k achieved 15/16, creating a baseline of £225,320 for print and advertising	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	Total spend on print in 16/17 was £135,170 compared with £140,419 in 15/16 – down 3.7%	improving	<p>2017/18 measures:</p> <p>Change this measure to the 2 below:</p> <p>MAP project – corporate spend on print, recorded through Panacea, remains below £150Kpa</p> <p>MAP project – corporate spend on advertising and public notices, recorded through Panacea, remains at less than £120K pa</p> <p>Total spend on print and advertising recorded in Panacea in 2016/17 was higher than for 2015/16 – this is because public notice spend was added part way through 2015/16 so the two years do not provide a direct comparison. Measure will remain for 17/18 but the potential for savings decreases annually as the numbers are now very low.</p>
No reduction in levels of customer satisfaction	94% rated service good or very good	Next survey July 2016	Customer satisfaction survey in July – 91% rated service very good or good with 63% of customers scoring 10/10	Customer satisfaction data in Nov/Dec – 94.4% rated service good/very good – 73% of customers scored 10/10	Customer satisfaction data from Jan/Feb/March - 92% rated service 8, 9 or 10 out of ten	steady	<p>2017/18 measures</p> <p>Change this measure to the 2 below:</p> <p>NEW: City helpdesk: maintain customer satisfaction levels above 90%</p> <p>NEW: City helpdesk: reduction in overall offline customer contacts</p> <p>Customer satisfaction is now measured continually rather than six monthly, creating a more stable measure. This will continue to be measured</p>
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, up 15% on Q1 in 15/16	Online income £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	Online income was £2.358m in Q4, up 11% compared with Q4 15/16. In person cashier payments fell by 21% in Q4 compared with 15/16. There were 2,913 sign-ups to the My Portsmouth Account in Q4	improving	<p>2017/18 measure</p> <p>Change this measure to: Increase in payments made online, through direct debit and via other automated channels</p>

Community and communications : Quarterly progress report (2)

Function: Channel Shift Programme and City Helpdesk

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	trend	Director's Year End Commentary
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	5,818 online (web, app and firmstep) forms submitted in Q4, a 37% increase on Q4 15/16	Improving	2017/18 measure Change this measure to: Increase in digital transactions via web and app forms
Reduction in spend on small IT systems							Remove for 2017/18 as not responsibility for us
Ongoing savings target achieved	Predicted 2015/18 - £1m Actual so far - £1.7m						Remove for 2017/18 pending next capital bid

Community and communications : Quarterly progress report (3)

Function : Revenues and Benefits

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director 's Year End Commentary
Council Tax collection rate	95.83%	28.56%	55.23%	81.83%	95.33%	Steady	<p>All of these measures will continue for 2017/18</p> <p>apart from remove: processing accuracy due to changes in what is being measured here) and;</p> <p>Council Tax & NNDR Debt recovery , currently responsibility split between 2 directorates so will review this measure Q2</p> <p>For council tax, whilst collection % was less than 15/16, at 95.33% the improvement in the tax base means total for council tax in year collection, more that £4.2million extra was collected than in 15/16.</p> <p>Best ever year for NNDR in year collection</p> <p>Increase in overall tax base by 6% (annual increase was 3.7%), some of this increase was attributed to proactive work around:</p> <ul style="list-style-type: none"> • Single Person Discount review completed making significant improvement to the tax base • Empty property discount removed making significant improvement to the tax base <p>Overall Housing Benefit debt below £9million, decreased from end of previous year by £15k (this is in spite of over 3 million extra debt raised in 16/17)</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 98.16% at end of Q4 (97.98% at end of Q4 2015/16)</p>
NNDR collection rate	99.62%	35.15%	58.94%	84.67%	99.80%	Improving	
Council Tax & NNDR 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	£12,864,554	Improving	
Cycle time for new claims	24 days	21 days	21 days	21 Days	21 Days	Improving	
Cycle time for changes of circumstance	8 days	8 days	8 Days	8 Days	7 Days	Improving	
Processing accuracy	98%	97%	97%	97%	97%	Steady	
Housing Benefit overpayments raised	£3,880,202	£829,370	£1,786,507	£2,540,523	£3,193,839	Steady	
Level of outstanding housing benefit debt	£8,990,746	£9,003,112	£9,153,326	£9,117,049	£8,975,702	Steady	
Housing Benefit subsidy received	£109,774,865	£29,568,321	£55,596,072	£80,812,412	£105,490,323	Steady	

Community and communications: Quarterly progress report (4)

Function : New business and Traded Services

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director 's Year End Commentary
Income generation targets: Design £150,000	£188k for year	£30k	£65,173	£151,228	£191,692	Steady	Measure will continue for 2017/18 Despite reducing print through the MAP project, design maintained sufficient income to meet the cost of the service
Commercial Services Benchmark £4.3m in 2015/16	£4.3m for year	£3.233m	£3,386m	£3,946m	£4,096m	Deteriorating	Measure will continue for 2017/18 Gross income reduced to several key services ceasing and continued impact from school acadamisation programme. It is worth noting at the outset of traded services it was assumed the value of support services delivered to schools was 4.3m with increased acadamisation and cost saving initiatives by schools it is likely that the position will continue to deteriorate therefore for 2017/18 the focus will be delivering framework opportunities for academies and securing work from other authorities.

Function: Democracy

Achievement of statutory timelines in relation to Fol	53%	64%	68%	68%	91.6%	Improving	Measure will continue for 2017/18
Implementation of ModGov	Analysis	Analysis complete review of models	Project moved to plan stage	Still in planning stage	Still in planning stage	n/a	Measure to be removed for 2017/18 incorporated within channel shift programme

Community and communications : Quarterly progress report (5)

Function : Communications and Marketing

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Position
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	£164,045 in Q4 compared with £164,117 in 15/16	Improving	<p>2017/18 measure</p> <p>Replace this measure with - Equivalent advertising value of media coverage generated by PR activity</p> <p>As a result of budget cuts and a redundancy within the team, EAV was not recorded in Q3 and a decision taken not to invest resources in working through the backlog. Coverage increased in the three quarters that were recorded.</p>
% 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	64% proud to work for the council	Steady	<p>2017/18 measure</p> <p>Combine the next two measures to: Internal communications: % of staff who feel well-informed and proud to work for the council</p> <p>Measured through staff survey, with next one planned for autumn 2017.</p>
% 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	60% well-informed responses in staff survey	Steady	<p>Remove this measure for 2017/18 see box above</p> <p>Measured through staff survey, with next one planned for autumn 2017.</p>
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	ROI for marketing activity in Q3 and Q4 at £774,000 – 2016/17 total is £1.82M	Improving	<p>2017/18 measure</p> <p>Replace this measure with:</p> <p>External income generation target of £40,000 from Port Creative, encompassing design, marketing, communications and market research</p> <p>Add new measure: Social media reach Email marketing and communication reach Email unique subscribers Email open rate</p>

HR, Legal and Performance Q4
(January 2017 – March 2017)
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	Q4 position	Trend	Director's Year End Commentary
Sickness absence	8.4 days per employee per year	8.4	8.4	8.26	8.2	Improving	Performance remained broadly stable over year. Fuller reports provided to Employment Committee
All restructures and other organisation change successfully managed	Achieved	Achieved	Achieved	Achieved	Achieved	Stable	
No successful Employment Tribunal cases as a result of poor HR practice	Achieved	Achieved	Achieved	Achieved	Achieved	Stable	
Recruitment end-to-end time (i.e. to employment start date)	65 days	62 days	67 days	66 days	66 days	Stable	
Apprenticeship numbers	68 (including pipeline)	75	71 (including pipeline)	72	74 (including pipeline)	Improving	Numbers anticipated to increase sharply in 17/18 due to introduction of apprenticeship 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	Achieved	Stable	External income continuing to increase due to new Internal Audit clients
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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	Q4 position	Trend	Director's Year End Commentary
Turnaround times on childcare cases (% within 26 week target)	70% within 26 weeks	83%	57%	66%	77%	Improving	Performance continues to be strong although will be challenged in future as caseloads increase
No major projects delayed due to failures to provide effective legal support	Achieved	Achieved	Achieved	Achieved	Achieved	Stable	Although no delays caused by failure to provide adequate legal support, some projects are challenged for various other reasons (see other directorate reports)
Land Charges – complete searches within 20 working days	100%	100%	100%	100%	100%	Stable	Performance stabilised following major system change. Reduction in target to be considered for 17/18

Function: Internal Audit

% annual audit plan complete	100%	7%	57%	78%	100%	Stable	Performance continues to be strong despite increasing numbers of external clients
Number of exceptions identified	1 critical, 98 high	0 critical, 9 high	1 critical, 40 high	2 critical, 79 high	6 critical, 124 high	See comments	Audit activity identifying increasing numbers of exceptions.

Function: Corporate Strategy

Maintain schedule of funding opportunities	Monthly updates provided to Leader	Achieved	Achieved	Achieved	Achieved	Stable	
Achieve statutory deadlines regarding annual governance statement and performance statement	Achieved	Achieved	Achieved	Achieved	Achieved	Stable	

Finance and Information Services Q4
(January 2017 – March 2017)
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	Q4 position	Trend	Director's Year End 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	£7m	improved	
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	Q3 delivered 21/3/17. Outturn scheduled September 2017	Improved	
Pay.net implemented	Project commenced	No sites implemented	5 sites implemented	Further 8 sites in progress	On Hold	Dependency upon completion of current upgrade to PIMS and Spydus systems	
Bank reconciliation completed within 4 weeks of month end	Slightly behind	May & June not fully complete	August not fully complete	Substantially complete to September	Complete to March & awaiting sign off	On track	
Transparency information published on time	Delivered	Delivered	Delivered	Delivered	Delivered	achived	

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	Q4 position	Trend	Director's Year End 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	Exceeded investment returns target for new investment	Exceeded investment returns target for new investment	Exceeded investment returns target for new investment	Exceeded investment returns target for new investment	Improved	
Implementation of Employee Benefit Portal and subsequent savings	See project reports						
Debt recovery indicators (add KPIS)						Improved	
Actual (target)	95.4%(95.2%)	94.21%(97.8%)	94.04%(97.8%)	93.92%(97.8%)	95.33%(97.8%)		
Council Tax	99.6% (98.5%)	103.3%(98.8%)	93.9% (98.8%)	97.7% (98.8%)	7.8%) 99.8%		
Business Rates					(98.8%)		

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	Q4 position	Trend	Director's Year End Commentary
Up to date business continuity plan by December 2016	Awaiting update and testing	Awaiting update and testing	Awaiting update and testing	Awaiting update and testing	Review planning	n/a	
EBS availability to be within performance standard of 98% availability in working hours	Performance maintained	Performance maintained	Performance maintained	Performance maintained	Performance maintained	Steady	
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	Revised structure implemented	completed	

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	Final outturn will not be available for this meeting. Report to G & A September 2017	n/a	
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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	Q4 position	Trend	Director 's Year End Commentary
Implementation of new forecasting and budgeting tools	Rollout underway	Rollout to finance teams	Operational in 3 teams	Final team in training	Preparing to be fully operational in Q1	Improved	
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	Latest RPCs updated	steady	
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	Hardware installed –go live deferred until jumbo ports installed	steady	
Complete roll-in of purchase to pay business intervention	See project progress reports (Appendix 2)						
Payment performance indicators	82%	76%	79%	78%	77%	Steady	
Payroll and EBS indicators Paid 10,000 internal & external staff on time	Achieved	Achieved	Achieved	Achieved	Achieved	Steady	
	Achieved	Achieved	Achieved	Achieved	Achieved	Steady	

Finance and Information Services: Quarterly progress report (5)

Function : IT performance Metrics

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position (Avg. per week for Qtr.)	Q4 position (Avg. per week for Qtr.)	Trend	Director's Year End Commentary
Availability (24/7) 1. A01 (Availability of the LAN) 2. A03 (Availability of the WAN) 3. A04 (Availability of the SWAN Network) 4. A06 (Availability of the Telephone System) 5. A16 (Availability of Top 30 Systems) 6. A26 (Availability of the TPN Network)				1. 100% 2. 99.2% 3. 99.6% 4. 100% 5. 97.3% 6. 98.4%	1. 100% 2. 99.7% 3. 100% 4. 99.7% 5. 97.5% 6. 99.7%	G	<ul style="list-style-type: none"> - Since the metrics have been implemented availability has been above 97.3% with an average of 99% or higher - Performance has been satisfactory. - TPN has improved from 98.4% to 99.7%
Service Desk 1. D01 (Telephone Call Wait Time < 30 secs) 2. D01a (Calls abandoned in the last 7 days) 3. D04 (Incidents fixed by Service Desk at first point of contact)				1. 91.3% 2. 4.5% 3. 96.1%	1. 94.8% 2. 2.8% 3. 95.6%	G	<ul style="list-style-type: none"> - Since the introduction of metrics the Service Desk have been able accurately measure and review their performance. Key improvements include: - Welcome Message – Speak to the right team. - Matched staff support profile to support peak times resulting in improvements to wait times and less abandoned calls.
Incidents 1. I01 (Total Incidents (I'S) raised, by Team) 2. I23 (I's Currently Open) 3. I24 (I's Resolved with a Workaround)				1. 530 2. 133 3. 23	1. 597 2. 155 3. 44	G	<ul style="list-style-type: none"> - Year End work, Samsung Mobile and Outlook issues recognised as main causes for increase in incidents this quarter, engaging with the customer in order to collect accurate data.. - Trends have been identified across these areas and collated into problem records to address common issues at the root cause.
Requests 1. R10 (Requests Currently Open) 2. R02 (Standard Request closed < 10 Days)				1. 232 2. 177	1. 233 2. 197	G	<ul style="list-style-type: none"> - More requests being closed within SLA, improved turnaround of requests.
Problems 1. I26 (Problems Raised in the Last 7 Days) 2. I27 (Problems Open by Directorate)				1. 2 2. 107	1. 3 2. 97	A	<ul style="list-style-type: none"> - We canvassed our customers regarding the Samsung smartphone solution, responses analysed and core issues identified. - Project now in flight to rectify these problems and provide a much improved experience.

Finance and Information Services: Quarterly progress report (6)

Function: IT performance Metrics

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 position	Q3 position	Q4 position	Trend	Director's Year End Commentary
Customer satisfaction					<ul style="list-style-type: none"> 28% of staff believe the service is better than this time last year Net promoter for this quarter is 18.2% 	G	<ul style="list-style-type: none"> New monthly survey based on SOCITM going to an equal proportion (12th) of the business every month, this result is the average for Q4 Survey will continue to be delivered monthly. Engaging with our customers to provide the service that they require.
PSN accreditation IG Toolkit (Connection to NHS) PCIDSS (Payment Card processing)	Accredited Accredited Accredited	Accredited Accredited Accredited	Accredited Accredited Accredited	Accredited Accredited Accredited	Accredited Accredited Accredited	G	
Security 1. SPAM 2. Malware					<ol style="list-style-type: none"> 99.9% (11 incidents out of 13750 attempts) 99.8% (5 incidents out of 3034 attempts) 	G	<ul style="list-style-type: none"> Introduced Security Metrics Identified area of improvements to security and engaged with supplier, Trend, for Sandbox solution.

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	Q4 position	Trend	Director 's Year End 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 commencing 21.11.15 3) In progress	1) Done 2) Done 3) In progress	1) Done 2) Done 3) In progress	G	- IS re-structure in consultation within 2-3 weeks' time
4) Adoption of digital strategy	Business Transformation Group established	- Being reviewed by the Economic Development Culture and Leisure scrutiny panel. - Digital is approaching first draft stage - Entering consultation with directorates	- Verbal update at EDCL completed. - Presenting at next EDCL - Liaising with TEBS - First draft by Xmas	Digital City Strategy in progress	Done	G	
5) Cyber Security strategy	N/A				Done	G	
6) Disaster Recover as a Service(DRaaS)	N/A				- Procurement specification - Supplier tender evaluation work completed	G	- DRaaS identified as a problem, and put out to tender. - Work commencing to improve disaster recovery and make IT and data storage more resilient.

Port Q4
(January 2017 – March 2017)
Director: Mike Sellers

Port : Quarterly progress report (1)

Function: Port

Agreed measures of progress	Baseline as at Q4	Q1 position	Q2 Position	Q3 Position	Q4 position	Trend	Director's Year End Commentary
Review Corporate Governance Arrangement					DfT questionnaire has been completed. 'Good Guidance for Ports' to be issued Sept 2017.	Steady	Review ongoing.
Port Master System Replacement: Ships Services and Operational Costs					Programming and sprint reviews have commenced.	Steady	Project ongoing.
Permit to Work / Permission to Work					Solution being drafted.	Steady	Project ongoing.
New Brittany Ferries Contract					Heads of terms agreed. Contract is awaiting signatures.	Steady	Ongoing.
Berth 3 Linkspan Purchase					Negotiations ongoing.	Steady	Project ongoing.
Ports Energy and Carbon Savings (PECS) European Scheme					Application submitted.	Steady	Project ongoing.