

## Clean, Green and Safe

Key Action		Portfolio & Lead Officer	Q3 2010/11	Q4 2010/11	Q4 2010/11 - Progress	Key Target	Polarity	Target 2010/11	Q3 2010/11	Q4 2010/11	Trend	Q4 2010/11 Progress
KA 01	Review our development plans for the major parks and open spaces in a joined-up way, including securing external funding.	Neighbourhoods & Street Scene  Director of Neighbourhoods - Mark Gaffney			The refurbishment of Dob Lane play area is complete; Gregson Lane and Worden Park play areas are complete apart for minor remedial works. A Lighting Improvement Scheme has been completed at Tardy Gate Playing Field. First stage designs have been produced for Hurst Grange Stables which will be used to help seek external funding. External funding including Section 106 monies from developers, totalling approx. £260k was sourced to support the cost of the above schemes.	KT 01 - Public satisfaction with cleanliness of the borough	H	66%	Place Survey now abolished			
						KT 02 (NI192) - Percentage of household waste sent for reuse, recycling and composting	H	46.25%	47%	47%	↔	This is the highest ever recycling figure achieved by the Council, which reflects the success of the improvements carried out to the waste service earlier in the year, making it easier to recycle.
						KT 03a (NI195a) - Litter - Improved street and environmental cleanliness	L	8%	16%	11%	↓	Performance has improved significantly over the final quarter. However, this has not been enough to return the indicator to target following a period of low performance during the winter, which in the main was due to the sustained period of extreme weather.
KA 02	Deliver the Council's Sustainability and Climate Change Action Plan.	N/A	N/A	N/A	As part of the review of Policy & Community Engagement, the Council no longer has a dedicated climate change officer or strategy. Energy saving measures have been incorporated into our asset management work, and local environmental sustainability projects are carried out by the Regeneration Team.	KT 03b (NI195b) - Detritus - Improved street and environmental cleanliness	L	19%	13%	12%	↓	This indicator has significantly exceeded the end of year target.
						KT 03c (NI195c) - Graffiti - Improved street and environmental cleanliness	L	2%	4%	3%	↓	Performance has improved over the final quarter but the guidance criteria for how this indicator is measured has changed which has had an adverse impact on the ability to meet the end of year target.
						KT 03d (NI195d) - Fly Posting - Improved street and environmental cleanliness	L	2%	1%	0%	↑	This indicator has exceeded the end of year target.
KA 03	Implement actions arising from the mid-term review of the waste partnership with Enterprise to deliver strategic objectives in service improvement.	Neighbourhoods & Street Scene  Director of Neighbourhoods - Mark Gaffney			Implementation of the improvements to the waste service is complete.	KT 04 - Increase public satisfaction with maintenance of parks, playgrounds and public open spaces	H	75%	Place Survey now abolished			
						KT 05 (NI185) - CO2 reduction from local authority operations	H	-5%	LAA now abolished			
KA 04	Via the Safer Chorley and South Ribble Partnership, deliver the Community Safety Strategy and Action Plan and ensure public confidence.	Neighbourhoods & Street Scene  Director of Neighbourhoods - Mark Gaffney			All actions and projects in the Community Safety Strategy and Action Plan have been delivered, apart from two which were led by other agencies. Successful campaigns have contributed to promoting confidence in our communities which was supported by positive results in the most recent Citizens Panel Survey.	KT 06 (NI186) - Per capita reduction in CO2 emissions in the LA area (Targets County-wide)	H	-12.5%	LAA now abolished			
						KT 07 (NI017) - Perceptions of anti-social behaviour (Place Survey - reported biennially)	L	11.7%	Place Survey now abolished			

## Strong South Ribble in the Heart of a Prosperous Lancashire

Key Action	Portfolio & Lead Officer	Q3 2010/11	Q4 2010/11	Q4 2010/11 - Progress	Key Target	Polarity	Target 2010/11	Q3 2010/11	Q4 2010/11	Trend	Q4 2010/11 Progress
KA 05 Deliver an integrated approach to regional and Central Lancashire activities and plans, including the Growth Point, the Local Development Framework and the Mid-Lancashire Multi Area Agreement.	Strategic Planning & Housing Dir of Planning & Housing - John Dalton			During this quarter, progress was made with LEP (Local Enterprise Partnership) discussions, with final sign off anticipated in April 2011.	KT 08 (NI153) - Working age people claiming out of work benefits in the worst performing neighbourhoods	L	2.8%	LAA now abolished			
				Progress with Growth Point projects has included the completion of signal work on Sainsburys' roundabout, and the start of work on Hulmes Mill, where the footings stage has now been reached.	KT 09 (NI166) - Median earnings of full-time employees in the area (County-wide target)	H	£482.50 County-wide	LAA now abolished			
				The LDF joint core strategy has been finalised for submission to the Secretary of State and examination in June 2011.	KT 10 - Increase the number of new businesses established and sustained for a minimum of 12 months	H	55.6 County-wide	16	16	↑	Business Venture Group helped 16 new businesses to start in South Ribble during quarter 4. In total, there were 45 South Ribble starts during 2010-11. The year end figure for Central Lancashire was 162
					KT 11 - Achieve a shift in mode of transport for all journeys away from car usage by 10% by 2011	L	10%	LAA now abolished			
KA 06 Work with the County Council on Local Transport Plan 3 to identify local transport issues. Develop solutions to reduce traffic congestion in the area and promote sustainable transport.	Strategic Planning & Housing Dir of Planning & Housing - John Dalton			The Council fed back on LTP3 proposals, including discussion at Planning Committee on 12 January. Comments included the benefits of reopening Midge Hall station, improvements to Leyland station, and the need for a cross borough link road. LCC is now considering all responses, with a 3 year improvement plan anticipated in June 2011.	KT 12 - Support the retail economy of Hough Lane	H	95% market occupancy	100%	100%	↔	Full occupancy for indoor market. Improvements to Hough Lane and Northcote have been completed. New extension to outdoor market is 80% occupied.
						H	90% shop occupancy	94%	92%	↓	Hough Lane regeneration phase 2 completed on time and in budget
					KT 13 (NI155) - Number of affordable homes delivered (gross)	H	30	15	0	↔	There have been no further completions of affordable housing in this quarter. Construction is now underway for a new affordable housing scheme on the Hulmes Mill site in Leyland - progress will be reported through 2011/12.
KA 07 Work in partnership to maintain confidence and support people, businesses and communities through the impact of the economic downturn.	Regeneration, Leisure & Healthy Communities Dir of Regen & Hlthy Communities - Denise Johnson			Various initiatives have taken place during 2010/11 and these have been previously reported in the quarterly performance reports. Year end outcome performance is:- Leyland Market occupancy rate is 100%. Leyland shop occupancy rate is 92.3%	KT 14 - Implement all measures from the South Ribble Economic Regeneration Strategy.	H	All measures complete			↑	Year 1 work completed including Hough Lane regeneration, supporting local businesses through the Central Lancashire and Leyland business events, the Schools Enterprise Challenge and upgrades to visitleyland and gosouthribble websites.
KA 08 Take the lead on delivering regeneration in Leyland and South Ribble, including securing funding, in conjunction with partners.	Regeneration, Leisure & Healthy Communities Dir of Regen & Hlthy Communities - Denise Johnson			Both Churchill Way and Hough Lane Phase Two regeneration schemes are completed.	KT 15 (NI156) - Number of households living in temporary accommodation	L	22	28	30	↑	6 residents have moved on from temporary accommodation this quarter. Of these, 1 was rehoused via the waiting list, 3 found private rented accommodation and 2 went home or to relatives. There are 3 households in temporary accommodation with historical arrears issues, 3 with current arrears, 2 have anti social behaviour issues and 4 are awaiting decisions (one of which is an ongoing appeal.) These 12 households are monitored by the housing team to try and resolve the issues preventing move on, however where there are issues there has to be a proven improvement before the application can be made active. This can involve either 3 or 6 months continual payment of arrears, or for anti social behaviour, the household must show the steps taken to address their behaviour. The housing team is currently exploring ways of working with the private sector to facilitate better access to private rented accommodation to facilitate move on and ensure that there are other alternatives.

## Strong and Healthy Communities

Key Action		Portfolio & Lead Officer	Q3 2010/11	Q4 2010/11	Q4 2010/11 - Progress	Key Target	Polarity	Target 2010/11	Q3 2010/11	Q4 2010/11	Trend	Q4 2010/11 Progress
KA 09	Contribute to the effective delivery of the Children's Trust and Action Plan.	Regeneration, Leisure & Healthy Communities Dir of Regen & Hlthy Communities - Denise Johnson			Work on a new highly focused action plan is being finalised with targets and outcomes. Families First is continuing to be supported. The Youth Council is working with the Trust to develop youth activities within South Ribble.	KT 18 (NI039) - Rate of Hospital Admissions per 100,000 for Alcohol Related Harm	L	2102 County-wide per 100,000/population				LAA now abolished
KA 10	Contribute to the effective delivery of the Older People's Partnership Action Plan.	Regeneration, Leisure & Healthy Communities Dir of Regen & Hlthy Communities - Denise Johnson			The Council's activities within the Older People's Partnership Board Action Plan are being reviewed in light of national changes to targets.	KT 19 (NI055) - Obesity in primary school age children in Reception	L	10.20%				LAA now abolished
						KT 20 (NI137) - Healthy life expectancy at age 65	H	15.25 (14.66 county-wide)				LAA now abolished
KA 11	With partners, deliver effective community leadership and engagement, including implementation of Local Area Plans.	Leader of the Council Chief Executive - Mike Nuttall			Community leadership and engagement are being considered as part of the Council's review of community involvement. Work on scoping the content of the review is underway; the review will be completed in 2011/12.	KT 21 (NI01) - % of people who believe people from different backgrounds get on well together in their local area (Place Survey - reported biennially)	H	83.2%				Place Survey now abolished
KA 12	Deliver health improvement programmes to address health inequalities and narrow the gap.	Regeneration, Leisure & Healthy Communities Dir of Regen & Hlthy Communities - Denise Johnson			Ongoing health inequalities work includes the South Ribble Community Food Growing Programme - now supporting 14 projects. 30 managers from SRBC and partner organisations (including voluntary sector) have been trained to tackle stress in the workplace as part of a DWP funded project. In the community: <ul style="list-style-type: none"> <li>Our primary school programme is still running this academic year we will have worked with 52 primary schools and over 3,000 young people delivering extra curricular clubs and curriculum coaching.</li> <li>Free holiday programmes ran over October and Easter half terms with 125 children registered and new free football sessions run weekly at Leyland St Mary's.</li> <li>Bikeability cycling proficiency training has been delivered in 20 schools, with over 400 young people trained.</li> <li>The 'Create a Coach' project has provided mentoring and funding to train over 70 coaches.</li> </ul>	KT 22 (NI04) - % of people who feel they can influence decisions in their locality (Place Survey - reported biennially)	H	31.9%				Place Survey now abolished
KA 13	Undertake a mid term review of the partnership with South Ribble Community Leisure.	Regeneration, Leisure & Healthy Communities Dir of Regen & Hlthy Communities - Denise Johnson			Phase 1 has been completed and the next stage is to consider options going forward and this is programmed for 2011/12.	KT 23 (NI06) - Participation in regular volunteering (Place Survey - reported biennially)	H	26.7%				Place Survey now abolished

## Efficient, Effective and Exceptional Council

Key Action		Portfolio & Lead Officer	Q3 2010/11	Q4 2010/11	Q4 2010/11 - Progress	Key Target	Polarity	Target 2010/11	Q3 2010/11	Q4 2010/11	Trend	Q4 2010/11 Progress		
KA 14	Deliver the C-Smart Programme to transform services to deliver value for money and exceptional customer service.	Shared Services & Corporate Support Dir of Business Transformation - Ian Parker			The C-Smart Programme has been successful, transforming service delivery and migrating additional service to Gateway. The financial efficiencies anticipated have been exceeded. The C-Smart Programme also included the IT Work Programme and this too has exceeded the financial targets it was set. CRM replacement, together with replacing the telephony system in Gateway has been seamless and savings attributed to these two projects exceeded £200,000. Going forward, it is intended to build C-Smart methodology into our day to day business, rather than running a specific programme; further embedding value for money into the organisation.	KT 24		KT 24 - Residents satisfied with the overall service provided by the Council	H	63%	Place Survey now abolished			
						KT 25		KT 25 - Achieve additional cash releasing efficiency gains each year up to 2011, as agreed as part of the budget/financial strategy	H	£0.92m	£1.17m		↑	
						KT 26		KT 26 - Council Tax kept within inflation	L	As per inflation	0%		↔	The Council Tax increase for 2010/11 was 0%
KA 15	Ensure effective collaborative / partnership working with neighbouring districts and the County Council, including delivery of the 2010/11 Locality Plan.	Leader of the Council Chief Executive - Mike Nuttall			A number of partnerships have been developed in 2010/11, including: <ul style="list-style-type: none"> <li>Revenues and Benefits with Chorley – Phase 1 is complete: staffing structures agreed, recruitment complete. Phase 2 in preparation</li> <li>Building Control partnership with Preston – Members gave mandate to proceed. Officers now working on operational details.</li> </ul> <p>The locality working project with LCC continues to progress; a joint leaders meeting with senior members and officers was held in March to discuss priorities and timescales. A number of questions and points for clarification were raised, and a response is being prepared by LCC. A further meeting is scheduled for August.</p>	KT 27		NI005 - Overall/general satisfaction with local area (Place Survey - reported biennially)	H	87%	Place Survey now abolished			
						KT 28		KT 29 - Improve satisfaction with the way customer contacts are handled	H	90%	98%	97%	↓	Throughout the year Gateway has continued to exceed its 90% customer satisfaction target. This was recognised formally with the reaccreditation of the Customer Excellence Award.
KA 16	Deliver the updated 'Our People' Action Plan.	Leader of the Council Chief Executive - Mike Nuttall			Member Induction Programme prepared and agreed by the Member Development Working Group. Staff training programme for 2010/11 delivered, covering training for employees and managers, e.g. attendance management, performance appraisal and political awareness. The Skills for Life programme has been re-launched, delivering numeracy and literacy skills training for employees. Service reviews of the Shared Assurance Service, ICT, Commercial Services, Housing and Administration (phase 1) have been completed.	KT 29		KT 30 - Sustain the proportion of employees satisfied with the Council as an employer	H	92%	90%	↔	Next survey due Autumn 2011	

↑ Improving    ↓ Deteriorating    ↔ No Change