



Scrutiny Committee – 08 July 2015

Quarterly Performance Reporting – Q4 2014-15

Purpose of report

This report provides Members with high level information about performance across the council in relation to agreed performance indicators and other statistics that support the monitoring of performance. Areas of achievement are also identified.

Attachment(s)

Appendix A: Quarter 4 Performance Highlights report – April 2014 to March 2015

1.0 Background

- 1.1 In order to monitor and report on the Council's performance, quarterly Performance Clinics are held for each service area.
- 1.2 The purpose of the performance clinics is to assess how service areas are progressing towards delivering key priorities and outcomes, identify problem areas and actions where required, provide peer challenge and identify and record good performance. The result is a high level report for Members focussing on the key areas of interest.

2.0 Performance Clinics

- 2.1 The Performance Clinic report for each service area includes information on all performance indicators, achievements and workforce statistics.
- 2.2 The Quarter 4 performance clinics for 2014-15 took place in May-June 2015. Clinics were attended by the Head of Service, Executive Director, Chief Executive, Corporate Support Manager and Performance Officer.
- 2.3 The Performance Officer discussed and challenged each section of the detailed performance report and the clinics agreed which items should be reported to the Scrutiny Committee.
- 2.4 The overall performance report has been prepared for the Scrutiny Committee and is attached at Appendix A. The report contains:
 - A summary of performance across the Council
 - Performance indicators that are under-performing
 - Over-performing or within-tolerance Performance Indicators that are of particular interest/relevance to the committee
 - Service area achievements
 - The budget outturn position
- 2.5 The criteria for under-performing measures mean that any measure which has under-performed for two or more consecutive periods is escalated for inclusion in the Scrutiny report as a matter of course.
- 2.6 Explanations are provided against performance indicators to give context to the quarter's performance. Heads of Service may attend the Committee meeting to provide further information.

2.7 Employment Statistics are also provided for Q4, up to March 2015.

3.0 Equality and Diversity Implications

3.1 This is an information report for discussion. There are no equality and diversity implications arising.

4.0 Legal Implications

4.1 This is an information report for discussion. There are no legal implications arising.

5.0 Risk Management

5.1 There are no significant risks arising from the information provided in this report.

6.0 Financial Implications

6.1 This is an information report for discussion. There are no financial implications arising unless Members identify areas of significant underperformance that require additional resources to improve performance. Any proposed action would be subject to a further report and recommendation through the Policy & Resources Committee.

7.0 Corporate Outcomes

7.1 The information provided in this report demonstrates how the council is performing in relation to all of its Corporate Outcomes.

8.0 Recommendation

8.1 The Committee is recommended to:

- 1) Consider and discuss performance reported for Quarter 4 2014-15

Legal	Power: Local Government Act 2000				
	Other considerations:				
Background Papers:					
Person Originating Report: Angela Hook - Corporate Support Manager 01832 742203 ahook@east-northamptonshire.gov.uk					
Date: 02/03/2015					
CFO		MO		CX	

(Committee Report Normal Rev. 22)



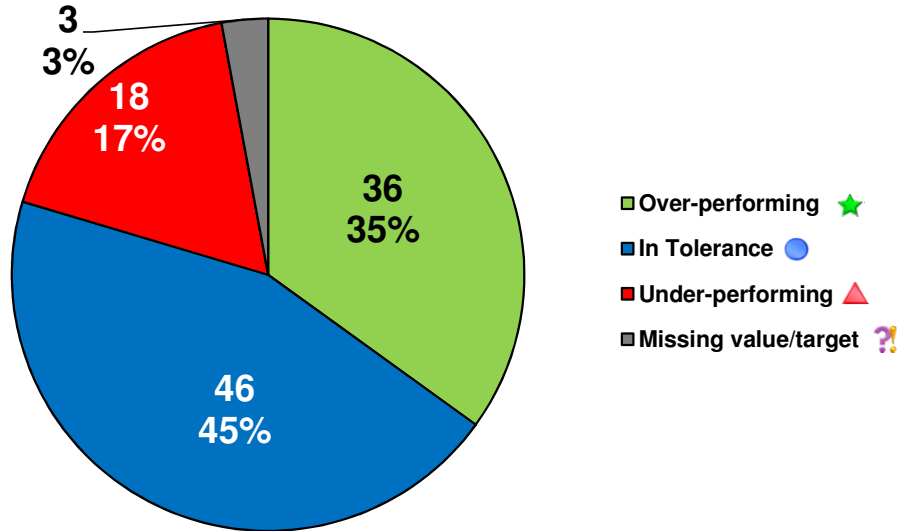
East
Northamptonshire
Council

Quarter 4 Performance Highlights Report 1 April 2014 - 31 March 2015

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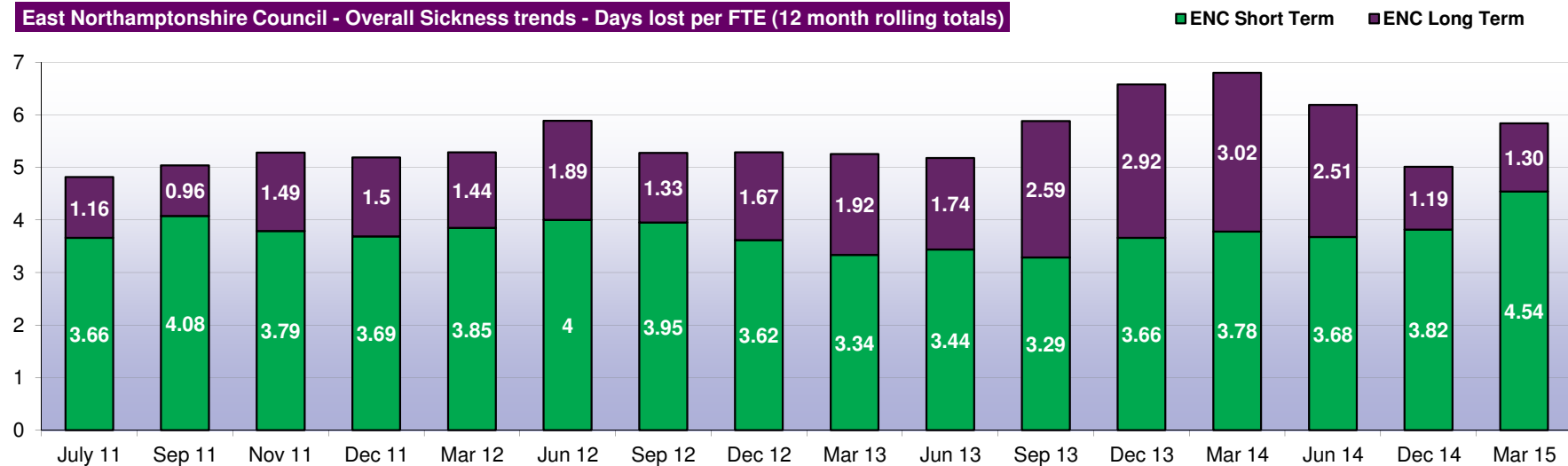
1. Quarter 4 Performance Summary


There were 103 performance measures recorded in Quarter 4 and 80% were over-performing or within tolerance.



	April 2014 to March 2015		
	ENC Overall	Target	Performance
Local supplier invoices paid within 10 days	97.9%	90%	★
This equates to 12 local supplier invoices paid later than 10 days out of a total of 584, from April 2014 to March 2015. There were no late invoices to local suppliers in Quarter 4.			
All invoices paid within 30 days <small>(Any invoices paid longer than 30 days could now incur interest of 8%)</small>	99.8%	100%	●
This equates to 5 invoices paid later than 30 days out of a total of 2548, from April 2014 to March 2015.			

East Northamptonshire Council - Overall Sickness trends - Days lost per FTE (12 month rolling totals)



2.1 Over-performing measures						
Customer and Community Services						
Outcome and Measure	Data Series	March 2014	June 2014	Sept 2014	Dec 2014	March 2015
<i>Good Value for Money</i>	Actual (YTD)	83.51%	90.14%	91%	92.31%	92.83%
	Target (YTD)	77%	70%	72%	73%	77%
	Performance (YTD)	★	★	★	★	★
ENREV10 Amount of HB overpayments recovered within 3 years as a % of the debit raised	Comment (March 2015)	For the last six months of 2014/15 Benefits Services did not have a overpayment recovery officer, the post was covered by existing staff. We still exceeded the 70% collection rate expected by the Government which is an excellent achievement. A full time recovery officer was appointed in April 2015 therefore we expect to see further improvements in the percentage collected.				
<i>Effective Management</i>	Actual	100%	95%	94%	88%	92%
	Target	80%	80%	80%	80%	80%
	Performance	★	★	★	★	★
	ENPCD41 % Press releases published/used	Comment (March 2015)	Only one media release was not picked up and used in this quarter - eBilling competition winner announced. This went out late March so it could be picked up in the next quarter. Our most popular releases were sign up for eBilling, the tenants protection scheme and Council Tax frozen for this year. They all enjoyed coverage in local newspapers, on local radio and on social media. News on environmental issues continue to receive good coverage particularly flytipping prosecutions and details of litter picks.			
Land Charges Performance comment (Graph to follow in section 2.2):						
ENCCS14 (M) % of searches carried out in 10 days or less	The changes that have been introduced during the last 12 months have enabled the service to improve the number of days taken to return searches (many within 4-5 days) and maintain a consistent turnaround time. Since January, due to the temporary absence of the apprenticeship post and the ongoing technical problems our software system, Total Land Charges (TLC) is experiencing, it has been difficult to maintain a consistent turnaround time, with the average being 7 days. The technical issues with TLC have been ongoing on a weekly basis (sometimes on several occasions in the week) since January and a temporary fix requires the system to be shutdown. This period of shutdown has impacted on the turnaround time and consequently has seen an increase in customer enquiries and some dissatisfaction at the increase in number of days.					
ENCCS13 (M) % of searches carried out in 11 - 15 days	The searches returned in 11-15 days has increased by a small number. This increase has occurred due to an increase in the volume of searches received, the temporary absence of the apprenticeship post and the technical issues TLC is experiencing.					

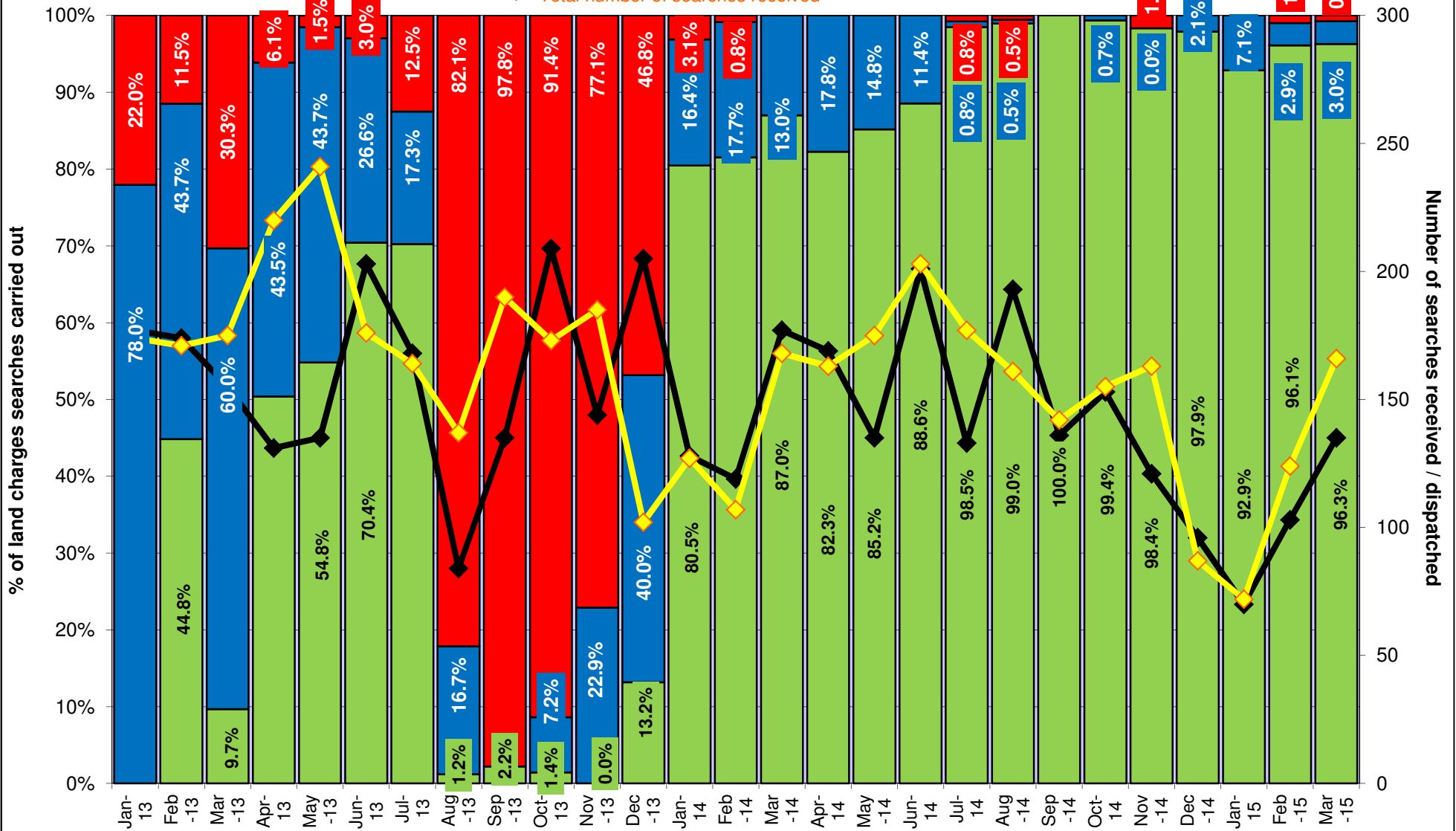
Financial Services						
Outcome and Measure	Data Series	March 2014	June 2014	Sept 2014	Dec 2014	March 2015
<i>Prosperous</i> ENPCD34/52 No. of community groups advised on external funding	Actual	36	32	30	32	39
	Target	25	25	25	25	25
	Performance	★	★	★	★	★
	Actual (YTD)	148	32	62	94	133
	Target (YTD)	100	25	50	75	100
	Performance (YTD)	★	★	★	★	★
	Comment (March 2015)	39 Community groups were advised by the External Funding Manager in Quarter 4 2014-15				
<i>Good Value for Money</i> ENPCD33/51B % External funding bids made which were successful	Actual	60%	50%	66.6%	100%	100%
	Target	60%	60%	60%	60%	60%
	Performance	●	▲	★	★	★
	Actual (YTD)	41.67%	50.00%	60.00%	71.43%	80.00%
	Target (YTD)	60%	60%	60%	60%	60%
	Performance (YTD)	▲	▲	★	★	★
	Comment (March 2015)	<p>Three results were received this quarter for bids written by the External Funding Manager and directly benefitting the council and its partners:</p> <ul style="list-style-type: none"> - £9,600 was received from Awards for All for play equipment for children with disabilities at Stanwick Lakes - £3,800 was received from Awards for All for a food festival in Oundle based on the theme of the Great British Sausage. - £3,150 was received from The Multiple Sclerosis Society as match funding towards a Disabled Facilities Grant. 				

Planning Services			
Outcome and Measure	Data Series	March 2014	March 2015
<i>Healthy</i> ENPL63 (A) Number of homelessness preventions	Actual	164	242
	Target	100	110
	Performance	★	★
	Comment (March 2015)	<p>The success against this target demonstrates the effectiveness of the partnership working in operation between Homes Direct (contracted to provide our Housing Options Service) and the council's Housing Services Team and the emphasis placed on preventing homelessness rather than waiting until crisis point is reached.</p> <p>Applicants are encouraged to seek assistance at the earliest possible opportunity as homelessness can have significant negative consequences. Preventing homelessness keeps the number of households accepted as homeless in the district at a relatively low level (40 last year). It also avoids the costs to the council of providing temporary accommodation, including B&B, which is expensive and unsuitable other than in an emergency.</p> <p>Prevention work may include:</p> <ul style="list-style-type: none"> • Referrals to Community Law for debt and/or money advice which may prevent evictions • Mediation work with families or neighbours to prevent disputes escalating into homelessness due to family breakdown or anti-social behaviour • Use of the Sanctuary Project to provide safety measures within the home where there is a threat of violence from a previous partner • Use of the Rent Advance Scheme to assist applicants to find privately rented accommodation • Use of Discretionary Housing Payments to prevent arrears accruing e.g. due to the removal of the spare room subsidy • Giving enhanced priority to the application through the choice based lettings scheme 	

Planning Services			
Outcome and Measure	Data Series	March 2014	March 2015
<u>Healthy</u> ENI155 (A) Number of affordable homes delivered (gross)	Actual	122	88
	Target	110	50
	Performance	★	★
	Comment (March 2015)	<p>This indicator measures the number of affordable homes delivered during the year (62 social rented and 26 shared ownership). The indicator is set on a prediction of which schemes in the pipeline are likely to achieve completion by Year End. It provides a useful measure of the number of affordable homes delivered in the district but is to some extent outside the council's control as the homes are delivered either through S106 agreements as part of large market housing schemes, or by Registered Providers usually with Homes and Communities Agency (HCA) funding. The Housing Services Team does, however, influence decisions by:</p> <ul style="list-style-type: none"> • collating information on district needs including population, income and house prices • negotiating with developers to maximise the amount of affordable housing on market housing schemes and influencing the type, mix and tenure of the homes • working in partnership with Registered Providers to encourage/enable affordable housing development • supporting Registered Providers in their funding bids to the HCA. 	

% of land charges searches carried out in target time
(January 2013 - March 2015)

- % of searches carried out in more than 15 days (target 5%)
- % of searches carried out in 11-15 days (target 15%)
- % of searches carried out in 10 days or less (target 80%)
- ◆ Total number of searches dispatched
- ◆ Total number of searches received



2.3 Measures within tolerance			
Environmental Services			
Outcome and Measure	Data Series	March 2014	March 2015
<i>High quality service delivery</i> ENENV06 (A) % of partners satisfied or better with licensing administration by CAU	Actual	80%	100%
	Target	100%	100%
	Performance	▲	●
	Comment (March 2015)	This is a very pleasing result. Considerable effort has been put into responding to audits from ENC, WBC and DDC, introducing new software and reconciling the financial system. The new manager is in place and has built excellent relationships with the partners.	
Customer and Community Services			
Outcome and Measure	Data Series	March 2014	March 2015
<i>Good Value for Money</i> ENREV20a % of payment transactions processed by direct debit (Council tax and NNDR)	Actual	66.74%	75.20%
	Target	79%	78%
	Performance	▲	●
	Comment (March 2015)	Officers continue to promote payment by Direct Debit and we now have approximately 800 more direct debit payers than we had at the same point last year. At these high levels of take-up, any further gains will be marginal.	
Resources and Organisational Development			
Outcome and Measure	Data Series	March 2014	March 2015
<i>Good value for money</i> ENROD11 (A) No. priority properties / land assets identified for sale that have been sold	Actual	2	6
	Target	3	6
	Performance	●	●
	Comment (March 2015)	<p>The following assets have been sold:</p> <ul style="list-style-type: none"> • Newton Road depot and adjoining land, • Barrington Road/Newton Road, • Herne Park Oundle, • land adjoining Ringstead School, • 57 Newton Road Rushden, • Oundle swimming pool. <p>We have completed the disposal of all major assets identified as being surplus to requirements.</p>	

2.4 Under-performing measures - measures are automatically escalated due to consecutive periods of under-performance

Environmental Services

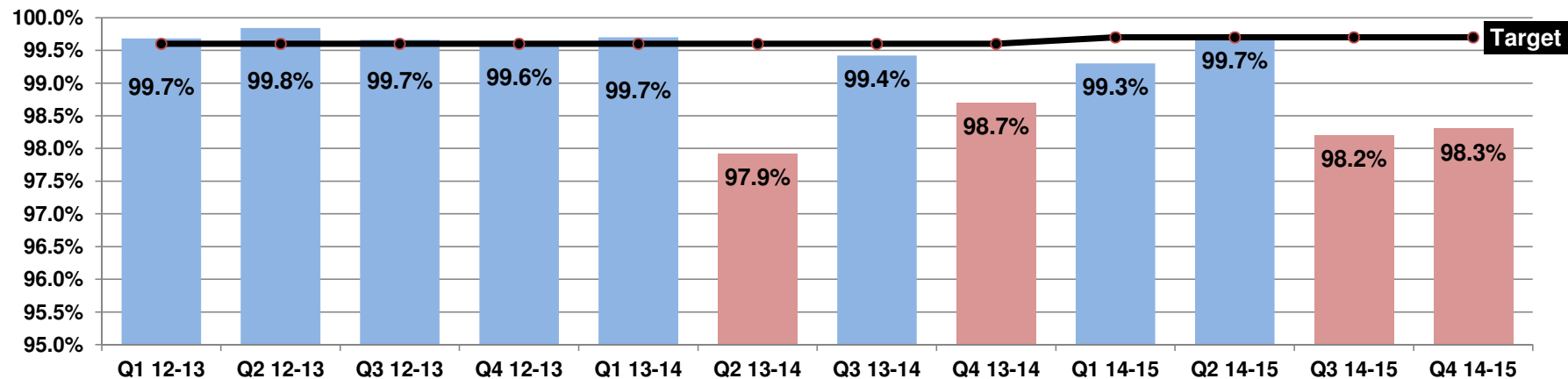
Outcome and Measure	Data Series	March 2014	June 2014	Sept 2014	Dec 2014	March 2015
<p><u>Sustainable</u></p> <p>ENENV193 % of Residual Household waste sent for treatment/disposal</p>	Actual	52.60%	49.90%	51%	52.77%	54.01%
	Target	46%	45%	45%	45%	45%
	Performance	▲	▲	▲	▲	▲
	Actual (YTD)	51.56%	49.90%	53%	53.05%	53.29%
	Target (YTD)	46%	45%	45%	45%	45%
	Performance (YTD)	▲	▲	▲	▲	▲
	Comment (March 2015)	<p>This is an INITIAL DRAFT FIGURE, subject to change when figures are finalised for WasteDataFlow return.</p> <p>The measure includes all the material that has been collected with an end destination of landfill. This has increased due to:</p> <ul style="list-style-type: none"> a slight increase in overall waste produced, a drop in food waste recycling and increased contamination of the dry recyclables. <p>Thus, the figure includes non-recyclable waste from the collection rounds and street cleansing plus the reject fraction from the comingled recyclables. The 3,528 tonnes for Quarter 4 compares to an average of 3,442 tonnes during Q1-Q3. Quarter 4 is traditionally the poorest performing quarter for recycling, as garden waste drops significantly in the winter.</p> <p>Actions to improve performance:</p> <ul style="list-style-type: none"> Food waste stickers to be attached to all residual bins, aimed at reducing food in the residual stream. Up to 10% of existing residual waste is food. Attitude Survey for residents to understand the barriers to recycling food waste. Contamination Audit. Additional WEEE recycling aimed at reducing both material in the residual waste stream and recycling contamination. Up to 5% of recycling is WEEE/wood/scrap metal. 				

Financial Services						
Outcome and Measure	Data Series	March 2014	June 2014	Sept 2014	Dec 2014	March 2015
<i>Prosperous</i> ENROD01 Amount of external funding received by community groups in the district after receiving advice	Actual	£138,546	£130,865	£228,842	£251,639	£47,549
	Target	£125,000	£125,000	£125,000	£125,000	£125,000
	Performance	★	●	★	★	▲
	Actual (YTD)	£520,441	£130,865	£359,707	£611,346	£658,895
	Target (YTD)	£500,000	£125,000	£250,000	£375,000	£500,000
	Performance (YTD)	●	●	★	★	★
	Comment (March 2015)	<p>The results for successful community bids which have been received during this quarter are as follows: Aldwinckle Village Hall - £26,777, Oundle Bridge Club - £7,526, Raunds Manor School, for community gym equipment - £9,996, Glapthorn Parish Council, for village noticeboard £3,250.</p> <p>This year's results have been unusually high, partly because it was the last year of funding for a major local funder, WREN, who gave out more in their final year than they had done in previous years.</p> <p>The External Funding Manager will be working closely with community groups in the coming year to assist them in making the most of those funding pots which are still available.</p>				

Planning Services						
Outcome and Measure	Data Series	March 2014	June 2014	Sept 2014	Dec 2014	March 2015
<i>High quality service delivery</i> ENPL73 % of applications called in to committee, which would have been delegated to officers	Actual	...	33.0%	37.8%	18.0%	54.00%
	Target	...	10%	10%	10%	10%
	Performance	»	▲	▲	▲	▲
	Actual (YTD)	...	33.0%	35.0%	29.7%	35.8%
	Target (YTD)	...	10%	10%	10%	10%
	Performance (YTD)	»	▲	▲	▲	▲
	Comment (March 2015)	<p>The Quarter 4 (March 15) figures cover committees held on 07/01/15, 28/01/15, 18/02/15 and 11/03/15: 54% of applications were called in (14/26). There is a Government target for 90% of all planning decisions to be delegated to officers to ensure the efficiency and timeliness of the Planning Process.</p>				

ICT Services

High Quality service delivery - Under-performing
ENICT44 % of hours core ICT systems were available to staff and the public



2 main issues during period, both relating to In My Area online mapping system. The GIS team have now replaced this server meaning this issue shouldn't reoccur

Resources and Organisational Development

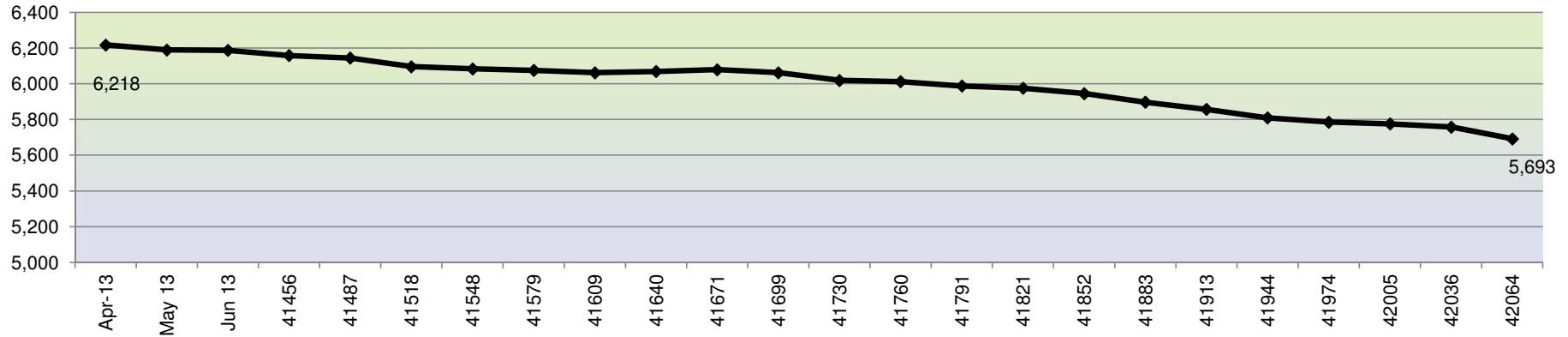
Outcome and Measure	Data Series	March 2014	June 2014	Sept 2014	Dec 2014	March 2015
Effective Management ENCP02 % of policy decisions that have not included an EIA that needed one	Actual	14.29%	0%	0%	28.57%	25%
	Target	0%	0%	0%	0%	0%
	Performance	▲	●	●	▲	▲
	Actual (YTD)	11.54%	0%	0%	12.50%	16.67%
	Target (YTD)	0%	0%	0%	0%	0%
	Performance (YTD)	▲	●	●	▲	▲
	Comment (March 2015)	Responsibility for this measure has now transferred to Democratic and Electoral Services and improvements have been made as to how it is monitored. It is important that EIAs are completed and given consideration by Councillors, when they are asked to make decisions at committee.				

Resources and Organisational Development			
Outcome and Measure	Data Series	March 2014	March 2014
<i>High Quality Service Delivery</i>	Actual	59%	31%
	Target	75%	75%
	Performance	▲	▲
	Comment (March 2015)	A significant decline since the 2014/15 result. These results have been discussed with LGSS Law and an action plan is being developed with full input from LGSS's Director of Legal Services, who is committed to improving customer services.	
ENRES13U (A) % Staff satisfied or better with support from the Shared Legal Service			

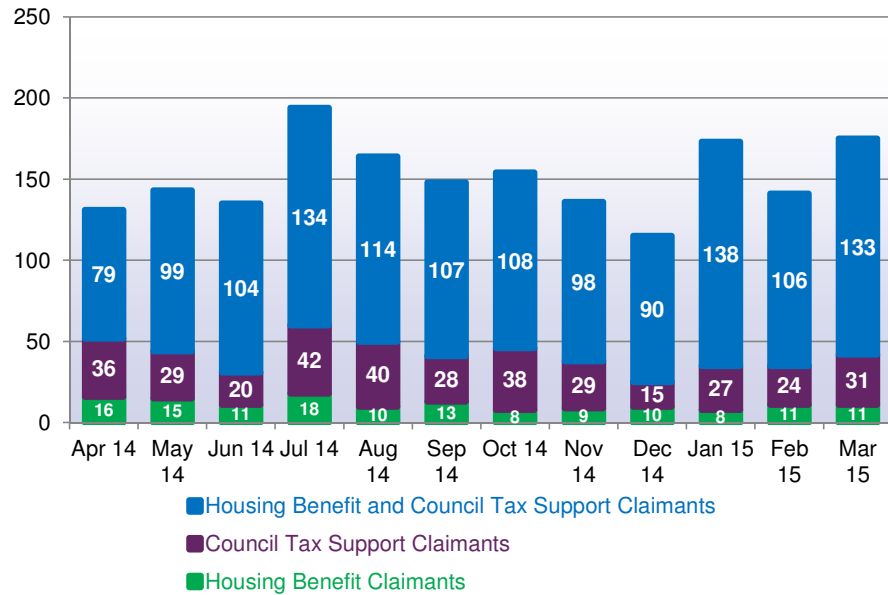
2.5 WELFARE REFORM MONITORING INDICATORS

This section looks at the Welfare Reform monitoring indicator trends.

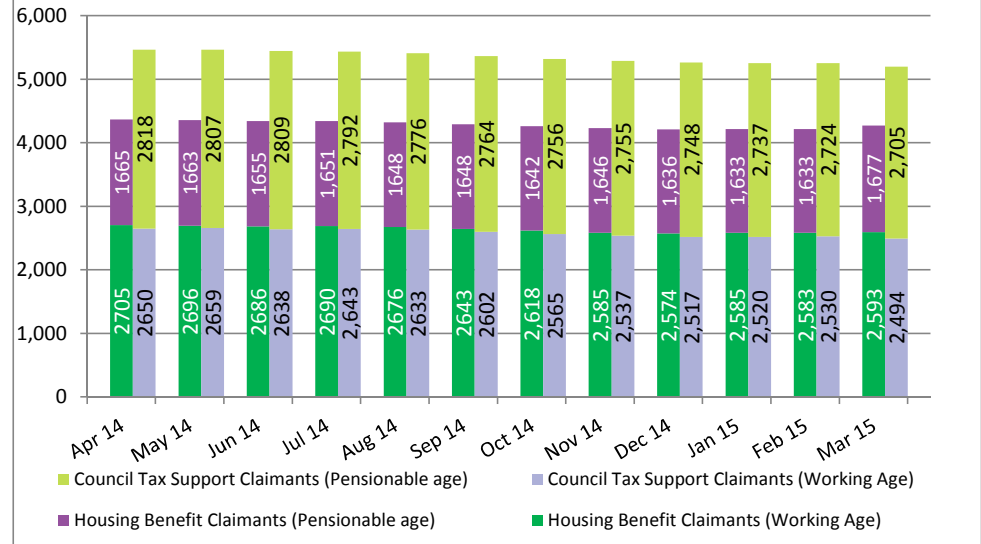
Total number of benefit claimants/caseload count



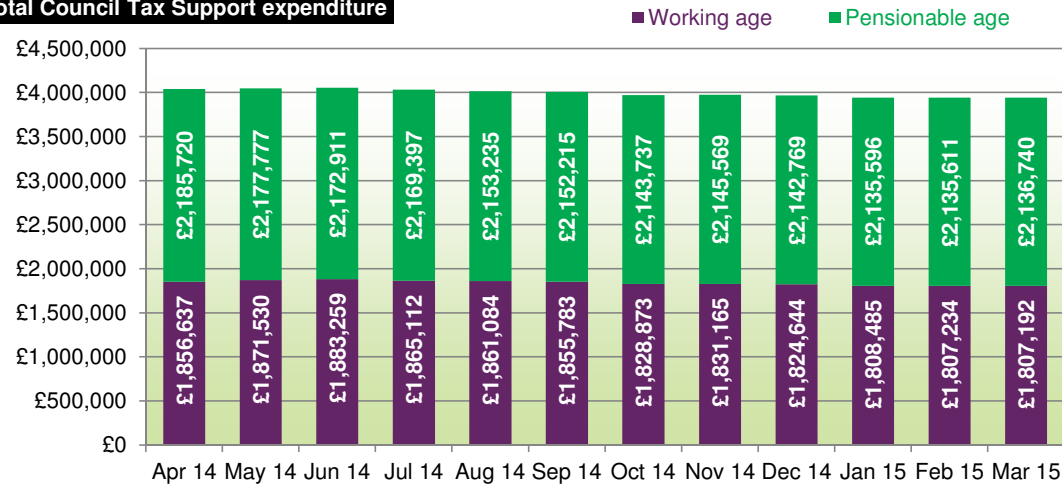
New benefit claims received



Number of claimants by benefit type and age - caseload

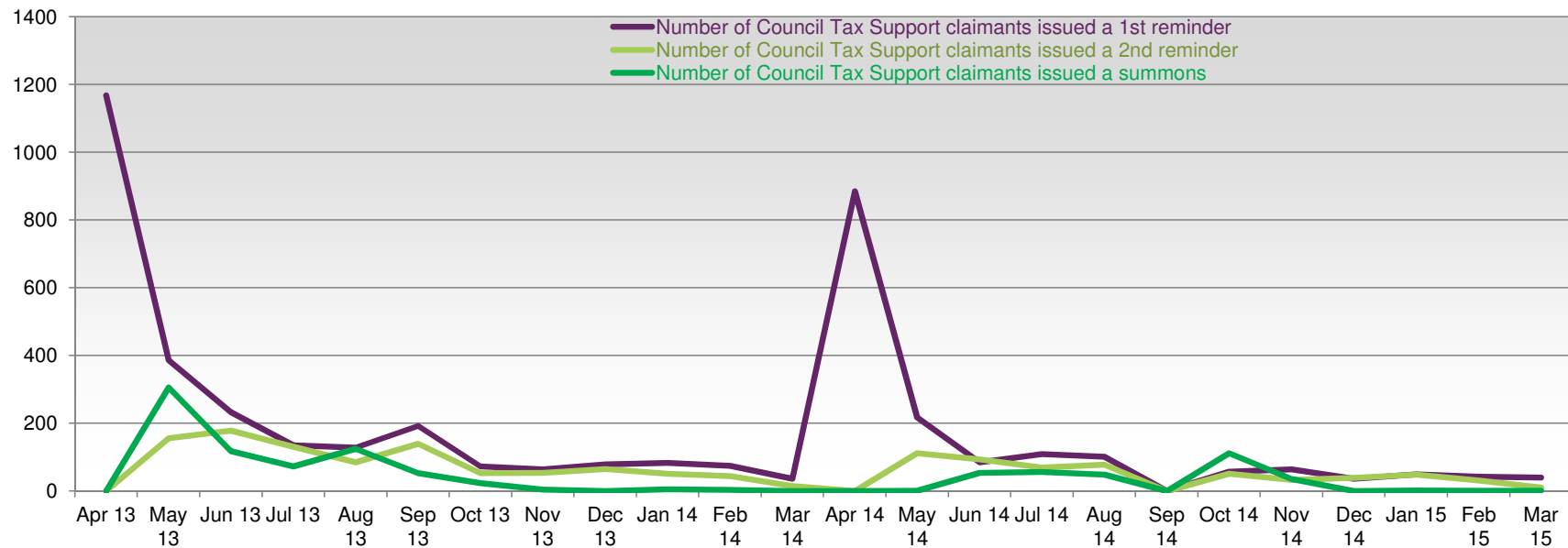


Total Council Tax Support expenditure



Monitoring Indicator	1 April 2014 - 31 March 2015
Council Tax Support - Number of complaints logged under the ISO system	0
Total net amount owed by Council Tax Support claimants	£134,540.93
Council Tax Support decisions - Number of appeals received	0

Reminders and summons



3. ENC Employment statistics

This section identifies sickness levels and staff turnover data for each Service Area. This is reported to Personnel Sub Committee at regular intervals during the year.

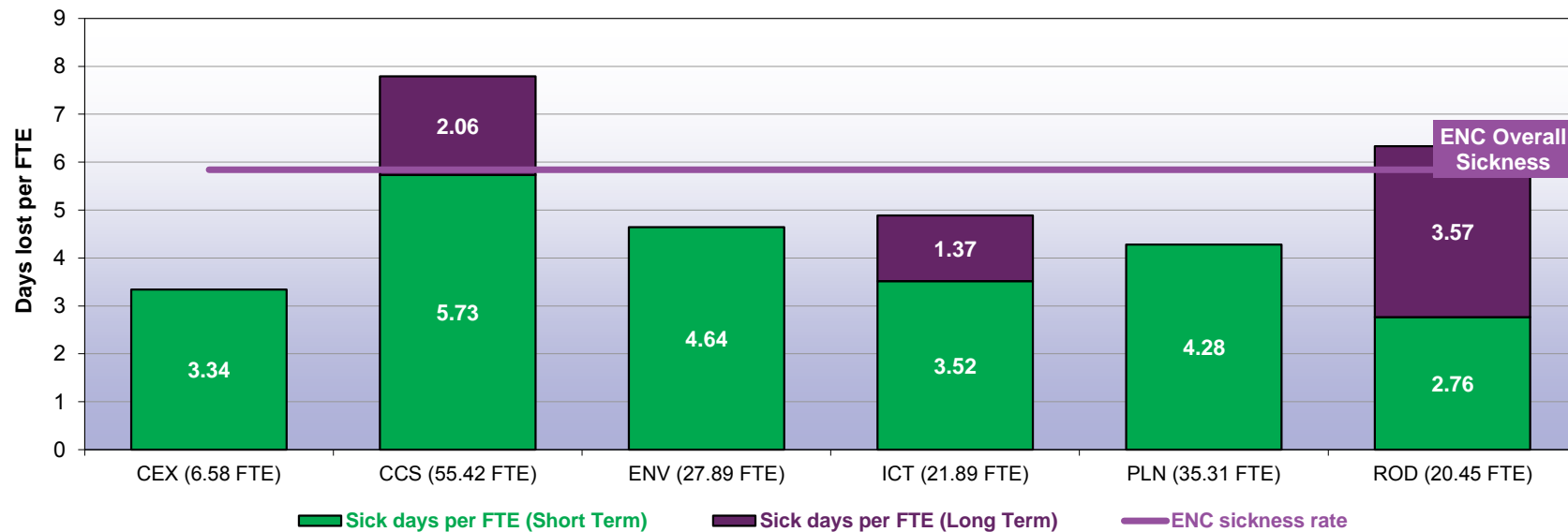
3.1 Staff Sickness

ENC TOTAL (1 April 2014 - 31 March 2015)	Days lost per FTE		
	OVERALL	Short Term	Long Term
	5.84	4.54	1.30

Previous ENC sickness (days)	Year	Days lost per FTE
	2013/14	6.80
	2012/13	5.25
	2011/12	5.29
	2010/11	5.49
	2009/10	6.83
	2008/09	5.84
	2007/08	9.37
	2006/07	7.10
	2005/06	7.30

National sickness (days)	Sector/Year	2012	2013	2014
	Public sector average	7.9	8.7	7.9
	All sector average	6.8	7.6	6.6
	Private sector average	5.7	7.2	5.5

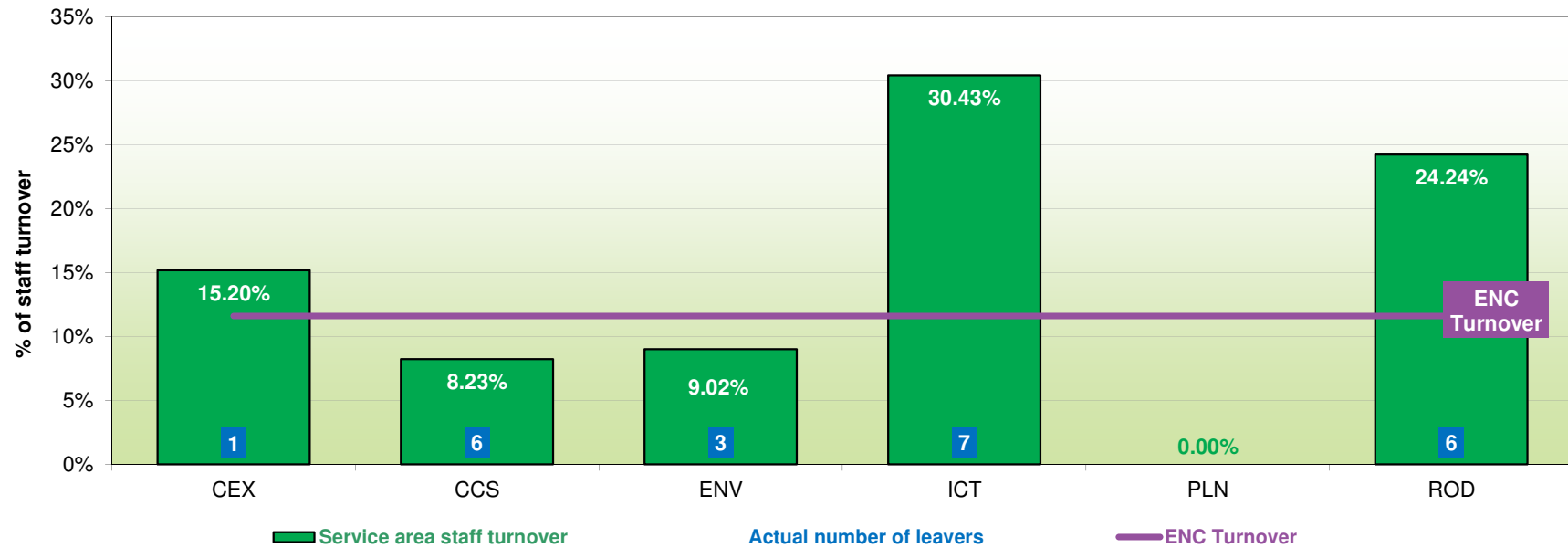
Service area sickness totals (12 month rolling total) - (1 April 2014 - 31 March 2015)



3.2 Staff Turnover

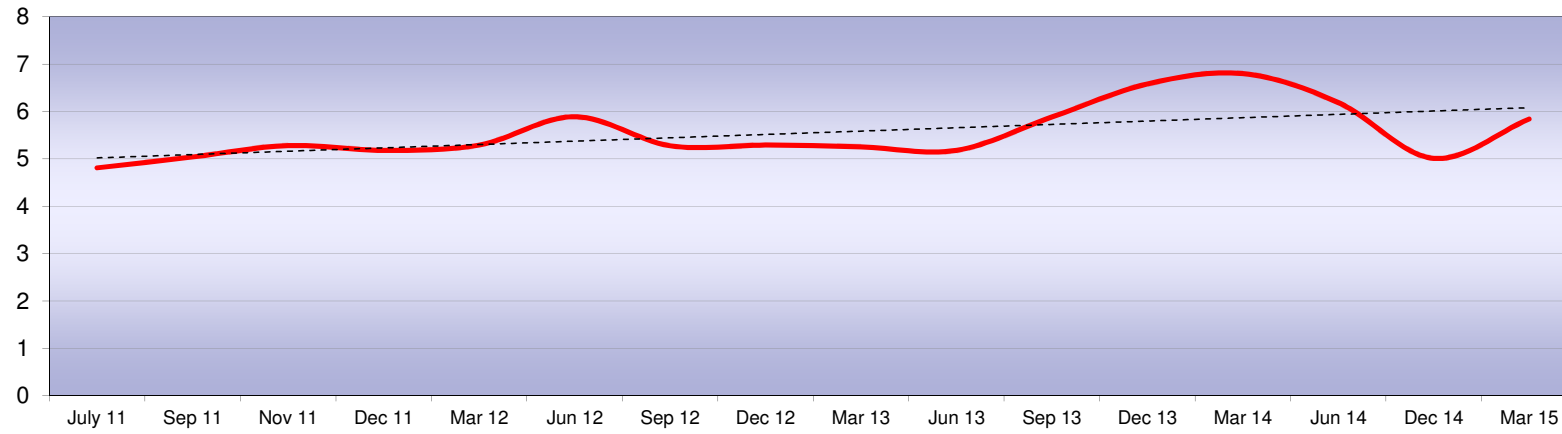
ENC TOTAL (1 April 2014 - 31 March 2015)			% of leavers		
			11.60%		
Previous ENC Turnover	2013/14	11.72%	2013 National turnover %*	Public sector average	9.40%
	2012/13	11.71%		All sector average	11.90%
	2011/12	14.32%		Private sector average	16.30%
	2010/11	13.36%	*CIPD 2013		
	2009/10	11.70%			
	2008/09	12.77%			
	2007/08	18.14%			

% of staff leaving out of total staff in Service Area - (1 April 2014 - 31 March 2015)

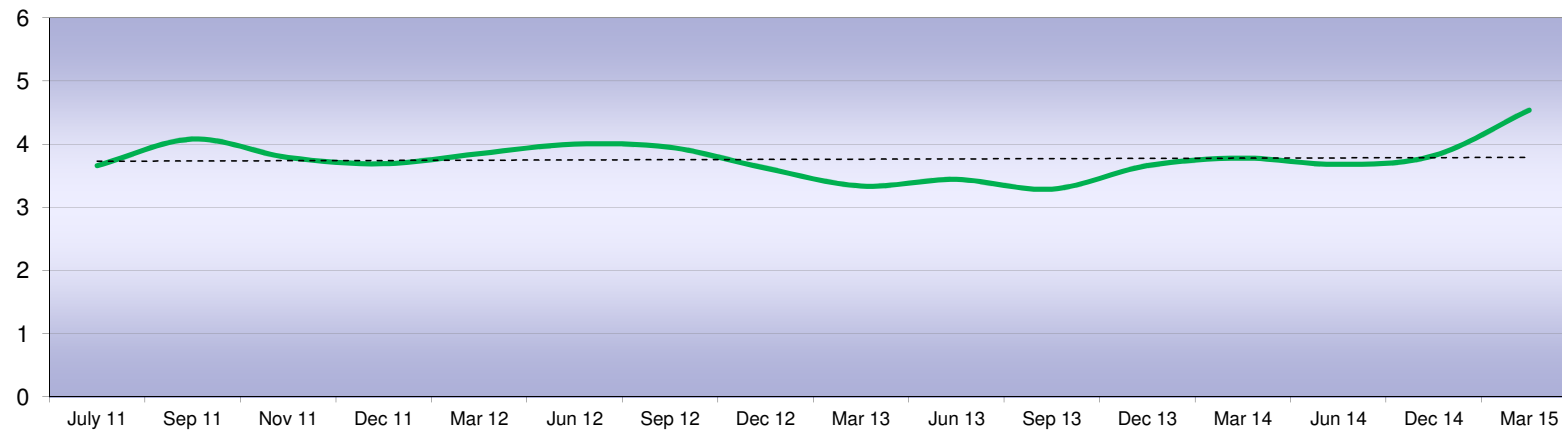


3.3 Sickness trends

Staff Sickness trends ENC Overall - Days lost per FTE (12 month rolling totals)

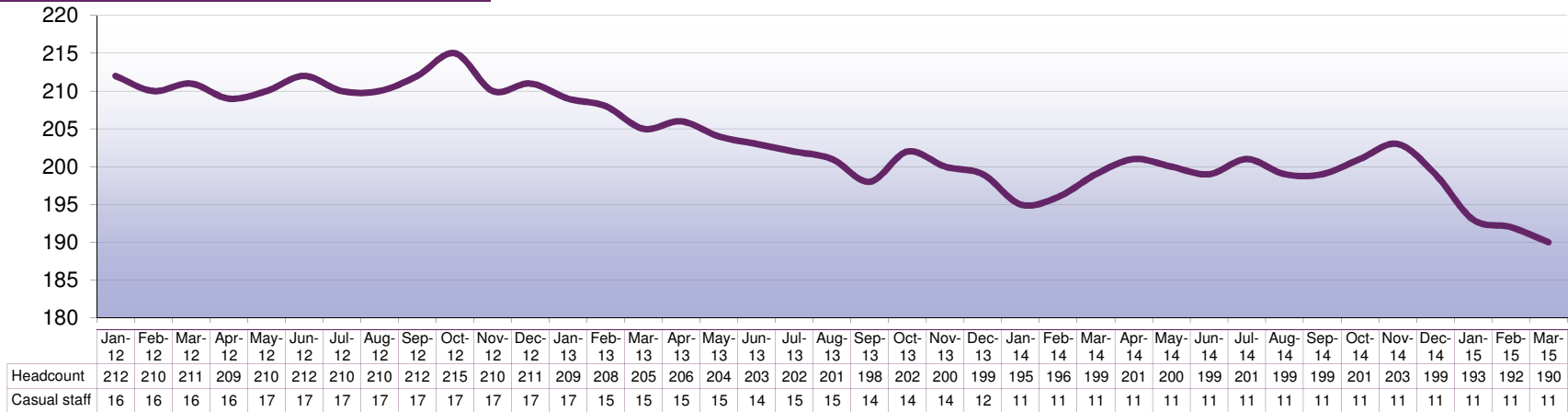


Staff SHORT TERM Sickness trends ENC Overall - Days lost per FTE (12 month rolling totals)



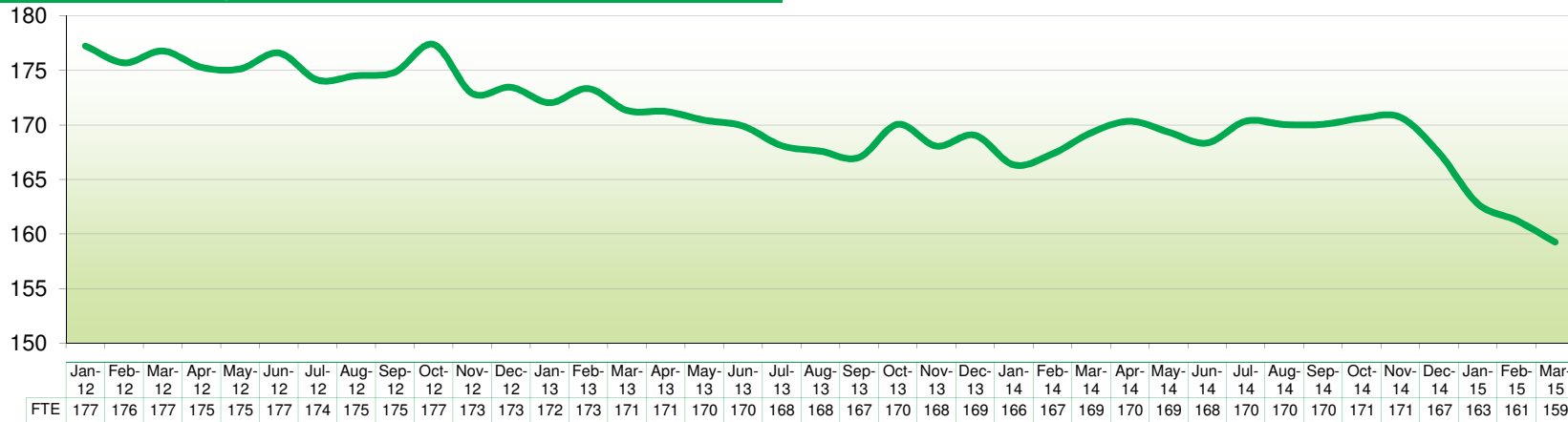
3.4 Staff headcount and full time equivalent staff

Staff Headcount* - Jan 2012 to Mar 2015



*Headcount and FTE includes staff on fixed term contracts

Number of Full time equivalent staff (FTE)* - Jan 2012 to Mar 2015



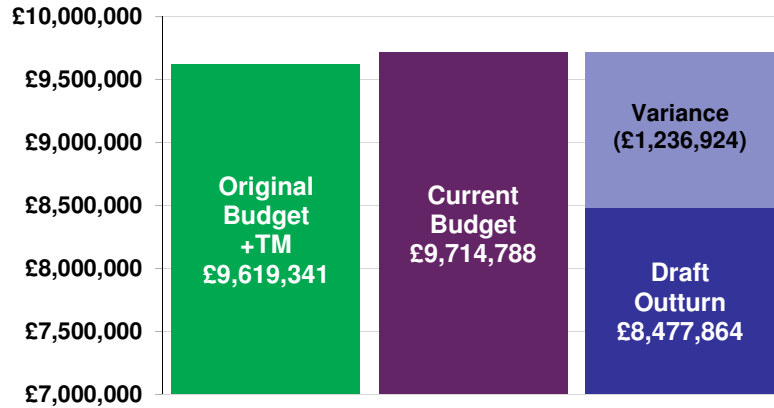
There were 7 Starters in Quarter 4:-
 Finance Manager, Counter Fraud Appeals & Overpayments Officer, 3x Business Administration Apprentices, Business Analyst, HR Advisor

There were 4 Leavers in Quarter 4:-
 Business Administration Apprentice, Senior Benefit Officer & Quality Officer, ICT Network Manager, Electoral Services Visiting Officer

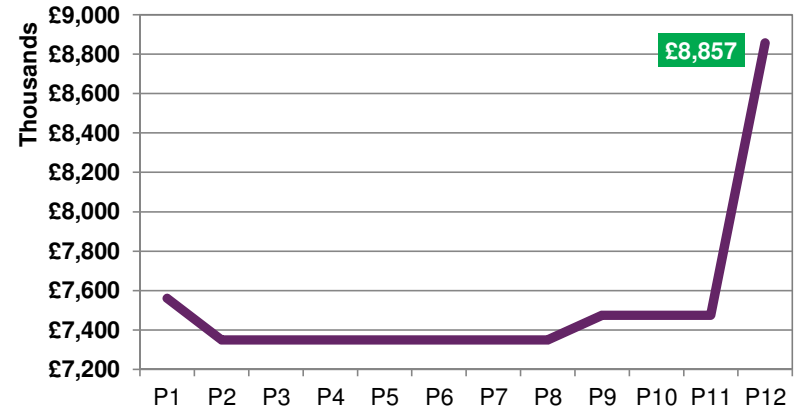
4. Finance - Draft budget outturn for Period 12 2014/15

This section shows the draft budget outturn for Period 12. This was reported to Finance Sub Committee on 9 February 2014.

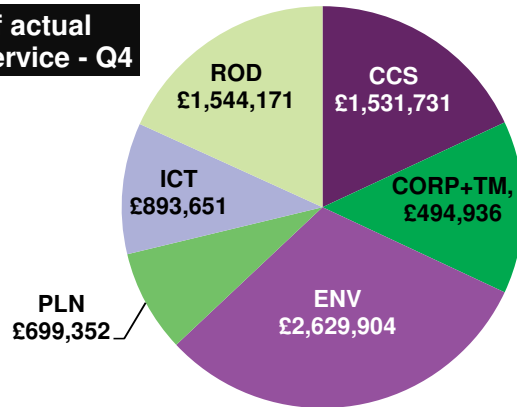
Revenue Outturn



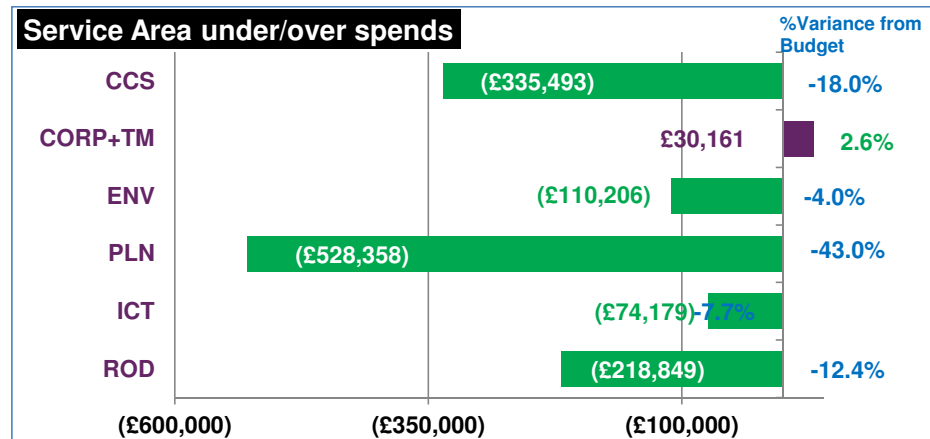
Revenue Reserves



Share of actual costs by Service - Q4



Service Area under/over spends



Comments - The outturn for the year is an underspend of £1,236,924. The main reason for the variance is additional income arising from Planning and Building Control Fees, which account for over 40% of the total underspend.

5. Areas of Achievement

This section is for Service Areas to report any areas of achievement. This might include Continuous Service Improvements, efficiency savings or other exceptional performance.

Customer and Community Services		
Achievement	Date Completed	Staff involved
Established photo gallery on website for media to use	Feb-15	Comms Team
Website development - becoming more task-focussed to ensure simpler customer journey	Ongoing	Comms, ICT, Jadu user group
Community Facilities Fund promotion	Mar-15	Comms Team, Community Development Team
Women's Tour pre-race event prep	Jan (- Jun) 2015	Comms Team, Electoral Services
Benefits and Customer Services working together to reduce Benefits' backlog completely.	Q4	Benefits Team & Customer Services Team
Approved for the Feris Scheme, received money to improve our fraud referrals	Jan-15	Lucy Hogston
Hitting 98% & 99% targets for Council tax and NNDR Income within the financial year	Q4	Council Tax and NNDR Team
Turning round new claims and changes in circumstances for Housing Benefit and Council Tax Support in average of under 9 days which helps avoid knock-on implications for residents.	Q4	Benefits Team

Environmental Services		
Achievement	Date Completed	Staff involved
Health Protection		
Better Business Account Manager project is going well and have received very positive feedback from businesses, project has been extended.	Mar-15	Racheal Phillips
New software in and processing licences in the CLAU	Mar-15	Karen Wills
All historic premises licences entered on to the new software system	Mar-15	Karen Wills
Allergen Course run for businesses	Mar-15	Racheal Phillips
Campaigns for food safety for Valentines Day and for Campylobacter Avoidance	Mar-15	Anneli Tattersall
New food letters being used and received positive feedback from customers	Mar-15	Amy White
Environmental Protection		
Completion of complicated and lengthy Ombudsman case file for submission. The file was reviewed by ombudsman who commented on how easy it was to find everything and found in our favour.	Mar-15	Mandy Dennis
Waste Services		
Northamptonshire Waste Partnership awarded £165K from DCLG to incentivise food waste recycling. ENC contributed to the production of the bid and will benefit from the award	Feb-15	Charlotte Tompkins
Completion of evaluation model to test compliance with the new waste regulations on behalf of the County	Jan-15	Charlotte Tompkins

Environmental Services		
Achievement	Date Completed	Staff involved
Waste Services cont.		
Successful prosecution for an individual who failed to give details following a Dog Fouling offence in Rushden	Feb-15	Carenza Black
Successful prosecution for Fly-tipping at Skew Bridge	Jan-15	Mike Bailey
Issued 3 x Fixed Penalty Notices for littering	Jan / March 2015	Waste Services Team
Three Waste Education talks given to community groups	Jan / March 2015	Mike Bailey, Charlotte Tompkins
Two Responsible Dog Ownership talks given to community groups	Jan / March 2015	Carenza Black
Traffic management training completed.	Mar-15	Mike Bailey, Adam Gumbrecht, Joe Bailey, David Crawley

Financial Services		
Achievement	Date Completed	Staff involved
MTFS completed. Approved by Council 25th Feb.	Feb-15	Glenn Hammons, Iain Jenkins, EnCor, CMT
Risk Management training delivered by Zurich to CMT and middle managers	Jan-15	Iain Jenkins, Angela Hook, Sacha Acland
Delivered presentation on Budget 2015/16 to Scrutiny Committee which received positive feedback	Mar-15	Iain Jenkins
Savings of £1.2m achieved	Mar-15	Glenn Hammons/ Iain Jenkins/ Michelle Drewery / EnCor / CMT
Successful Funders Fair with over 200 attendees - most successful to date and in area	Mar-15	Su Davies / Barbara Wiggins / Alice Duggan
Supported bid writing to bring Leader funding (£1.86m) to County	Mar-15	Su Davies
Linking external funding support and advice across the Council as part of Better Business project	Sep-14	Su Davies / Julia Smith

ICT Services		
Achievement	Date Completed	Staff involved
ICT Support Team		
Conclusion of arrangements of bringing Capita remote support contract in house from 1/4/15	Mar-15	Alison Curtis, Heidi Lightfoot
Implementation of 50 new PCs across ENC	Mar-15	Charlotte Frost, Amrit Bharj, Kieran Griffiths
New phone line supplier put in place to deliver savings for 15/16	Feb-15	Alison Curtis

ICT Services		
ICT Technical Team		
PSN Audit compliance (ENC and BCW)	Jan-15	Ian Peters, Ian Tobin, Steve Betts, David Warner, Suraj Shah
ICT Network manager cover (March) and recruitment process	Mar-15	Ian Peters, David Warner
Audit of PSN compliance process at BCW	Mar-15	Ian Peters, Steve Betts
ICT Technical Team		
Approval of project process and funding for data centre review - and recruitment of contractor	Mar-15	Phil Grimley, Ian Peters
ICT Applications support Team		
Uniform patch upgrades completed both councils	Mar-15	Diane Merrick, Keri Watson
Public Access upgraded at East Northants	Mar-15	Keri Watson, Diane Merrick, Kathryn Rance, Nick Jones
Inspire data uploaded to external site	Mar-15	Mark Young, Fiona Forbes
Socitm rating of 3 stars achieved for website	Mar-15	Nick Jones, Gavin Harling

Planning Services		
Achievement	Date Completed	Staff involved
Additional income arising from Planning and Building Control Fees, which contributed more than 40% of the £1,236,924 council underspend for 3015-16.	Mar-15	Planning Development Team
Big improvement in the processing of Major Planning Applications. The percentage processed within 13 weeks(Government target) has increased from 59% in 2013-14 to 89% in 2014-15.	Mar-15	Planning Development Team
Part of successful women's refuge bid to CLG – over £400k countywide	Mar-15	Louise Bagley, Carol Conway
Part of successful single homelessness bid to CLG - £181,000 for 3 authorities – one of only 34 successful bids in the country	Mar-15	Louise Bagley
New system put in place for allocation and monitoring of homelessness prevention grants. Grant budget fully allocated and spent	Mar-15	Louise Bagley, Carol Conway
Almshouses on Wellingborough Rd, Rushden refurbished in partnership with Spire Homes using S106 funding – retention of historic buildings and provision of bungalow accommodation in the town	Mar-15	Carol Conway, Spire Homes
Targets exceeded on affordable homes completions and homelessness preventions – 88 affordable homes delivered against target of 50 and 242 homelessness preventions against target of 110	Mar-15	Aine Cooper, Carol Conway, Louise Bagley, Homes Direct
Chelveston and Higham Ferrers Neighbourhood Plans received and feedback provided.	Mar-15	Planning Policy Team

Resources and Organisational Development		
Achievement	Date Completed	Staff involved
Risk Management System up and running	Mar-15	Corporate Support Team
Improvement to the FOI Process, including website amendments	Feb-15	Corporate Support and Nick Jones (ICT)
Sale of Newton Road (Depot and recycling centre) completed	Feb-15	Amenities Team