



## Finance and Performance Sub Committee 19 October 2020

### Quarterly Performance Reporting – Quarter 4 (2019/2020) and Quarter 1 (April – June 2020)

#### 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 (2019/2020) and Quarter 1 (April – June 2020) Performance Highlights report

#### 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 clinics is to assess how service areas are progressing towards delivering key priorities and outcomes, identify problem areas and develop corrective 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. This report covers both Quarter 4 (and year to date April 2019 to March 2020) and Quarter 1 (April 2020 – June 2020).

#### 2.0 Performance Clinics

- 2.1 The performance clinic report for each service area includes information on all performance indicators, achievements and workforce statistics. The Corporate Performance Clinic, which is then held with the Corporate Management Team, contains the key priority performance indicators, mandatory training information and workforce statistics for the whole organisation.
- 2.2 The Quarter 4 performance clinics for 2019-20 took place slightly later than usual, in June and July 2020, and the Quarter 1 performance clinics took place in August via Microsoft Teams. Clinics were attended by the Heads of Service, Middle Managers, Executive Directors, the Chief Executive and Performance Officers.
- 2.3 The Performance Officers discussed and challenged each section of the detailed performance report and those at the clinics agreed which items should be reported to Committee.
- 2.4 An overall performance report has been prepared for this Sub Committee and is attached at Appendix A. The report contains:
  - A summary of performance across the council
  - Key Performance Indicators which have been underperforming for two (or more) consecutive reporting periods.
  - Measures that are linked to an established Government target
  - Workforce statistics
  - Service area achievements

2.5 Explanations are provided against performance indicators to give context to the quarter's performance. Heads of Service may attend the Sub Committee meeting to provide further information where necessary.

### **3.0 Quarter 4 and Quarter 1– Key Points**

3.1 The report indicates that for Quarter 4 2019-20, 66% of Key Priority Measures are performing at or above the required standards.

3.2 15 measures under-performed, but only 11 are recorded and explained in detail in the Appendix as they have underperformed for two or more consecutive periods of reporting (indicating a potential longer term issue). 8 of these are annual measures which are reported in quarter 4 each year. Reasons are detailed in the Appendix; a common theme is the re-prioritisation of work due to the unitary transition.

3.3 The report indicates that for Quarter 1 2020-21, 76% of Key Priority Measures are performing at or above the required standards.

3.4 8 measures under-performed, but only 3 are recorded and explained in detail in the Appendix as they have underperformed for two or more consecutive periods of reporting (indicating a potential longer term issue). Reasons are detailed in the Appendix.

3.5 Planning measures with a Government target are all within target tolerance or over-performing (Section 2.2 and 2.3 of Appendix A) :

- % major planning applications processed within 13 weeks (rolling 2 year period)
- % non-major applications (minor and other) processed within 8 weeks (rolling 2 year period)
- % of major application decisions overturned at appeal, following a 2 year period
- % of non-major application decisions overturned at appeal, following a 2 year period

3.6 Local planning authorities' performance is assessed on the speed and quality of their decisions on major and non-major applications. Where an authority is designated as underperforming, applicants have had the option of submitting their applications for major and non-major development (and connected applications) directly to the Planning Inspectorate (which acts on behalf of the Secretary of State) for determination. Failure to meet the specified Government two-year rolling targets could lead to the council being so designated. This council is not facing any of these sanctions due to positive management and the hard work of the planning teams.

### **4.0 Equality and Diversity Implications**

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

### **5.0 Privacy Impact Implications**

5.1 There are no privacy implications.

### **6.0 Health Impact Assessments**

6.1 This is an information report for discussion. There are no health implications arising.

### **7.0 Legal Implications**

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

## 8.0 Risk Management

8.1 This is an information report for discussion. There are no risks arising.

## 9.0 Resource and Financial Implications

9.1 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 drive improvements. Any proposed action would be subject to a further report and recommendation through the Policy & Resources Committee.

## 10.0 Constitutional Implications

10.1 There are no constitutional implications arising from this report.

## 11.0 Implications for our Customers

11.1 This report does not contain any impact on our customers.

## 12.0 Corporate Outcomes


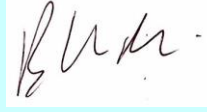
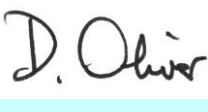
12.1 The information provided in this report demonstrates how the council is performing in relation to its Corporate Outcomes of:

- Good Quality of Life - Clean, Healthy, Safe, Sustainable, Prosperous
- Good Value for Money
- Effective Partnership Working
- Effective Management
- High Quality Service Delivery
- Knowledge of our Customers and Communities
- Members and Staff with the right knowledge, skills and behaviours

## 13.0 Recommendation

13.1 The Sub Committee is recommended to consider and discuss performance reported for Quarter 4 2019-20 and Quarter 1 2020/21.

*(Reason – To improve service provision against performance measures)*

<b>Legal</b>	Power: Local Government Act 2000				
	Other considerations:				
<b>Background Papers:</b>					
<b>Person Originating Report:</b> Samantha Jeffrey 01832 742265 <a href="mailto:sjeffrey@east-northamptonshire.gov.uk">sjeffrey@east-northamptonshire.gov.uk</a>					
<b>Date: 17/09/2020</b>					
<b>CFO</b> 05/10/20		<b>MO</b> 05/10/20		<b>CX</b> 05/10/20	



## Performance Highlights Quarter 4 (2019/2020) & Quarter 1 (April 2020 - June 2020)

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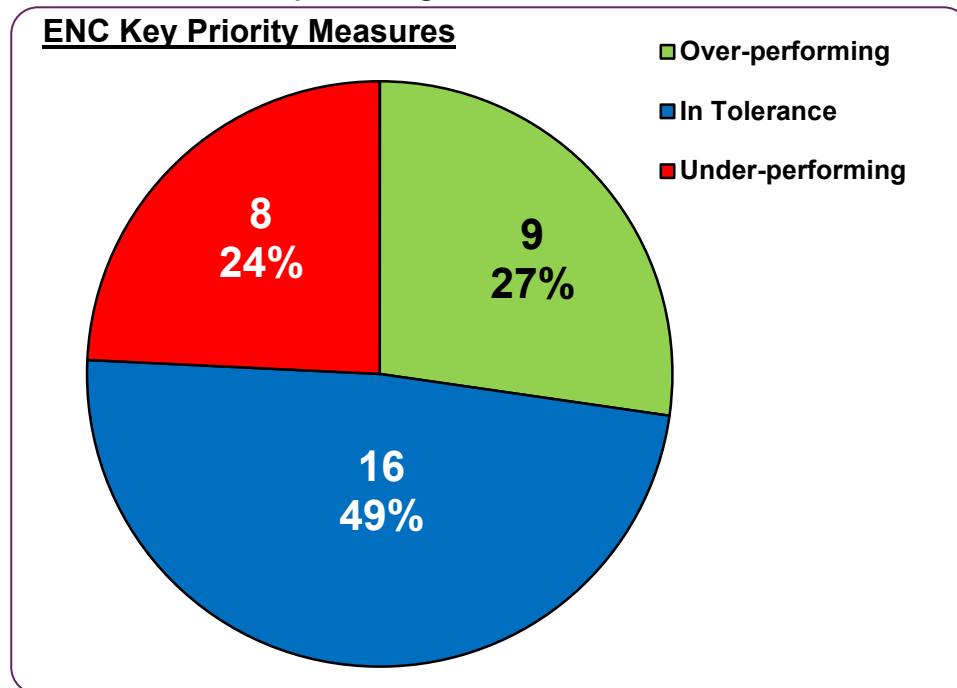
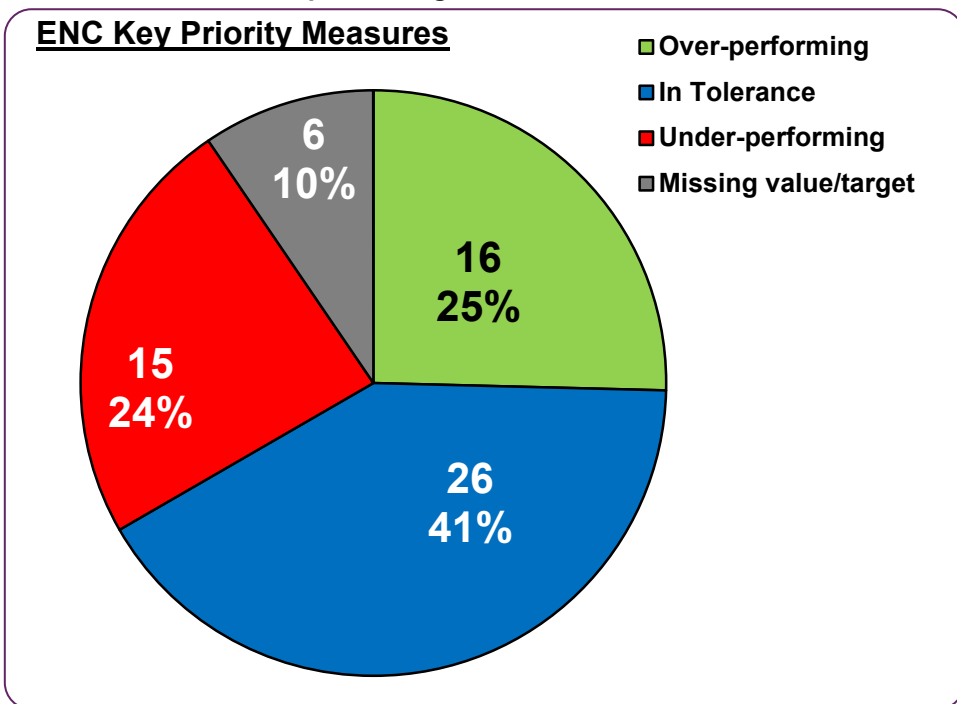
This report provides information on the current key priority measures at East Northamptonshire Council, based on Service Plans, which in turn are linked to the Corporate Plan. Each measure has a target and a tolerance band. Measures are reported as 'on target' (blue) if they fall within the tolerance of the set target, 'over-performing' (green) if the measure is better than the tolerance or 'under-performing' (red) if worse than the tolerance band.

### Quarter 4 Performance Summary

There were 63 key performance measures recorded in Quarter 4 and 66% were over-performing or within tolerance.

### Quarter 1 Performance Summary

There were 33 key performance measures recorded in Quarter 1 and 76% were over-performing or within tolerance.



## 2.1 Exceptions: Under-performing Measures

This section of the report focuses on the measures which are currently under performing. All key priority measures that have been underperforming for two or more consecutive periods are reported here as well as any others that are of particular significance or with government set targets. The information is ordered by Service Area.

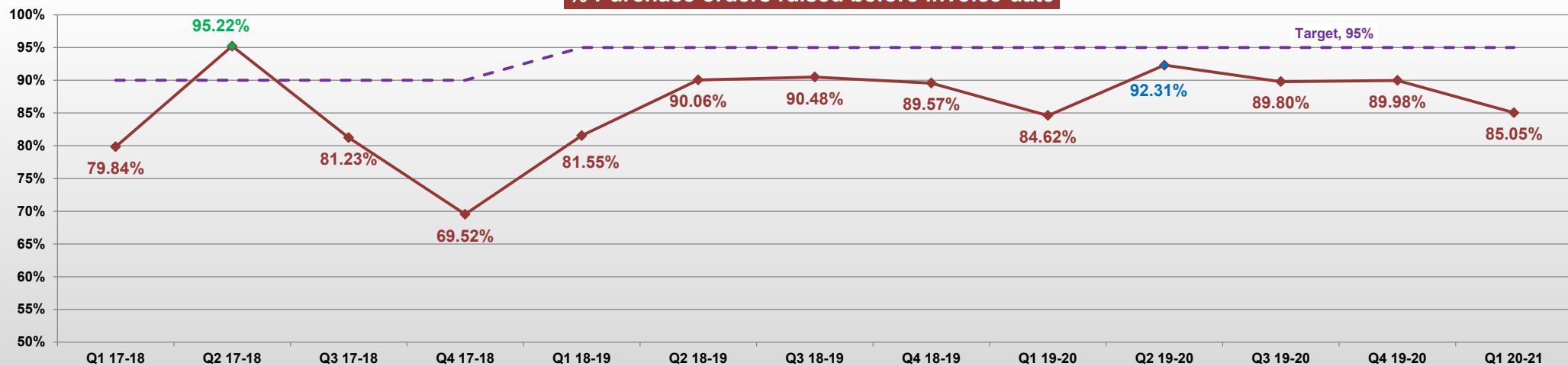
Customer and Community Services			
Outcome and Measure	Data Series	March 2019	March 2020
<p style="text-align: center;"><u>Sustainable</u></p> <p><b>ENCCS38 Linear meters of the Greenway network developed and opened for use</b></p>	Actual	1753	0
	Target	3400	4500
	<p style="text-align: center;"><b>Comment (March 2020)</b></p>	<p>The negotiations with the landowners for phases 7 and 8 continued to be prolonged and although a satisfactory solution was found and proposals confirmed, the threat of an objection to the changes to the rights of way emerged. This meant that the works to create phases 7 and 8 could not get underway in 2019/20. The phase 7 and 8 project remains uncertain going forward as based on the current proposals, and those being the only realistic ones acceptable the landowner, a public inquiry could uphold such an objection.</p> <p>No other Greenway projects have taken place in 2019/20 - some will be realised through Community Facilities Fund grants in 2020/21.</p>	

Environmental Services							
Outcome and Measure	Data Series	March 2019	June 2019	Sept 2019	Dec 2019	March 2020	June 2020
<p style="text-align: center;"><u>Sustainable</u></p> <p><b>ENENV204 % of recycling lost to contamination</b></p>	Actual	9.10%	11.5%	10.4%	11.20%	13.06%	11.55%
	Target	10%	10%	10%	9%	9%	9%
	<p style="text-align: center;"><b>Comment (March 2020)</b></p>	<p>Despite ongoing efforts to communicate to residents the materials that can be recycled, the recycling presented at the kerbside continues to fall short of the required standard for re-processors, the Council receives monthly composition data from the recycling facility and this shows that the percentage of contamination and the amount of non target material continues to rise.</p> <p>Resident continue to struggle to determine which materials are recyclable with them expressing particular difficulty with the array of plastics and what can and cannot be recycled.</p> <p>To improve this, the waste team will be engaged in communications on recycling as the main communications message for the remainder of 2020</p>					
	<p style="text-align: center;"><b>Comment (June 2020)</b></p>	<p>The work to improve the material quality collected at the kerbside has been successful and the quality is improving, May was of particular note with contamination dipping to 10.55%.</p> <p>Waste Management and Customer Services Teams have been working hard to assist those residents who are still over enthusiastically recycling, and where a resident has requested assistance they have been offered advice, support and education at each stage of contact with the Council in managing the unacceptable material and making more of the opportunities for kerbside recycling moving forward.</p> <p>To further assist residents, a new sticker has been developed which will be in the next copy of ENCIRCLE, for residents to affix to the recycling bin to remind them of what materials are acceptable with the Dry Recycling stream.</p> <p>It has been noticed that this percentage has dropped further in July 2020.</p>					

## 2.1 Exceptions: Under-performing Measures

Resources							
Outcome and Measure	Data Series	March 2019			March 2020		
<u>Members and Staff with the right Knowledge, Skills and Behaviours</u>  ENOD22a (A) % of employees who receive an annual PDR	Actual	68%			41%		
	Target	95%			95%		
	Comment (March 2020)	The issue has been discussed at Personnel-Sub Committee and raised with Trade Unions. HR are looking into the data as they are not confident that they have been advised of all completed PDR's; the HR team will be getting in contact with managers to investigate.					
<u>High Quality Service Delivery</u>  ENFIN20 Implementation of Internal Audit recommendations during the year	Actual	82%			50%		
	Target	90%			90%		
	Comment (March 2020)	These are being reported to the Governance and Audit Committee to be looked at in detail.					
Outcome and Measure	Data Series	March 2019	June 2019	Sept 2019	Dec 2019	March 2020	June 2020
<u>Effective Management</u>  ENROD34 % of % of information requests (FOI & EIR) completed in 20 working days	Actual	93.14%	95.4%	87.9%	91.22%	86.10%	63.96%
	Target	90%	90%	90%	90%	90%	90%
	Comment (March 2020)	As a result of COVID-19 our response time in March (specifically the second half) was affected due to work priorities being diverted else where. The public were notified of this and were told to expect delays in receiving responses.					
	Comment (June 2020)	Much lower performance this quarter due to COVID-19 taking more time and higher priority in many departments. Many of the outstanding requests have now been responded to and we are working hard to get all late responses sent out now.					
Outcome and Measure	Data Series	March 2019	June 2019	Sept 2019	Dec 2019	March 2020	June 2020
<u>Effective Management</u>  ENFIN09 % of Purchase Orders raised before Invoice Date	Actual	87.53%	84.6%	92.3%	89.80%	89.98%	85.08%
	Actual (YTD)	87.53%	84.6%	88.8%	89.14%	89.34%	85.08%
	Target	95%	95%	95%	95%	95%	95%
	Comment (March 2020)	All service areas are performing above 85%. In 2019/20 there was a slight improvement against the 2018/19 YTD percentage, which was 87.5%. This equates to 546 out of 642 purchase orders raised before the invoice for ENC.					
	Comment (June 2020)	Despite the COVID-19 pandemic and impacts on resource availability across the Council in Q1 2020/21, performance was in line with Q1 2019/20.					

**% Purchase orders raised before invoice date**



## 2.1 Exceptions: Under-performing Measures

### Economic and Commercial Development

Outcome and Measure	Data Series	March 2019	March 2020
<i>Members and Staff with the right Knowledge, Skills and Behaviours</i> <b>ECDKP06 Number of staff undertaking commercialisation training and development</b>	Actual	0	0
	Target	30	30
	Comment (March 2020)	None – limited commercialisation activity especially around land acquisitions; not a priority within the current training programme.	
<i>Effective Partnership Working</i> <b>ECDKP08 Number of top level strategic plans developed for towns across the District</b>	Actual	0	0
	Target	2	2
	Comment (March 2020)	Not priority within current resources which are focused on delivering the Enterprise Centre, business support, sector support, skills development and driving forward the current economic recovery plan "Recovery Through Enterprise. it is considered that this would be better focused as part of a North Northants approach where town centre improvements will be a priority for action.	
<i>Effective Partnership Working</i> <b>ECDKP02 No. of Agents and landowners met with/engaged</b>	Actual	0	12
	Target	15	15
	Comment (March 2020)	Group has not started yet – This was proposed to help support the economic development function but following discussion with the Head of Planning it was agreed to undertake a scoping exercise to develop with planning as part of wider site development work; this was not undertaken due to workloads and is considered to be one for North Northants given that many of the agents would be common across the North Northants area.	
<i>Effective Management</i> <b>ECDKP04 No. of Council Car Parks with updated regulations</b>	Actual	0	0
	Target	5	5
	Comment (March 2020)	On hold as agreed by Asset Working Group as it was considered better to undertake as part of a North Northants so as to avoid wasted resources in duplicating the work	
<i>Effective Management</i> <b>ECDKP03 No. of Council Car Parks surveyed</b>	Actual	0	0
	Target	5	5
	Comment (March 2020)	On hold as agreed by Asset Working Group as it was considered better to undertake as part of a North Northants so as to avoid wasted resources in duplicating the work.	



## 2.2 Over-performing measures

This section of the report focuses on the measures which are currently 'over performing'. This means they are significantly better than target. Not all over-performing measures are recorded here; just those that have been escalated by Heads of Service as being of particular current significance as well as any others that are of particular significance or with government set targets. The information is ordered by Service Area.

### Planning Services

Outcome and Measure	Data Series	March 2019	June 2019	Sept 2019	Dec 2019	March 2020	June 2020
<i>High Quality Service Delivery</i> <b>ENI157ar % major planning applications processed within 13 weeks (rolling 2 year period)</b>	Actual (YTD)	83%	86%	88%	98%	98%	91%
	Target (YTD)	60%	60%	60%	60%	60%	70%
	Comment (March 2020)	2 year rolling performance for majors is 98.1% - this is a slight rise. There remains only one major application over, but the result is slightly higher than last quarter as there were more majors overall in the 2 years.					
	Comment (June 2020)	2 year rolling performance for majors is 91%, which is a slight decrease from last quarter, but is still higher than target.					
Outcome and Measure	Data Series	March 2019	June 2019	Sept 2019	Dec 2019	March 2020	June 2020
<i>High Quality Service Delivery</i> <b>ENI157bcr % non major applications (minor and other) processed within 8 weeks (rolling 2 year period)</b>	Actual (YTD)	88%	88%	88%	91%	92%	90%
	Target (YTD)	70%	70%	70%	70%	70%	70%
	Comment (March 2020)	Rolling performance for non-majors has risen again slightly to 91.7% against a target of 70%.					
	Comment (June 2020)	Rolling performance for non-majors has decreased slightly to 90% against a target of 70%.					

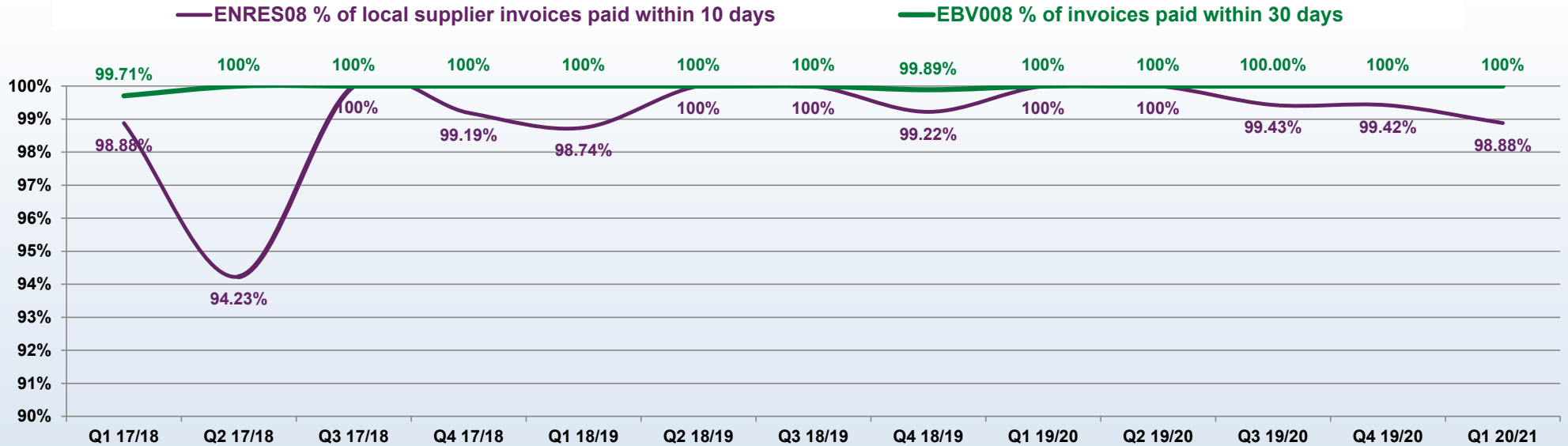
## 2.3 On Target Measures

This section of the report focuses on the measures which are currently 'on target'. Not all 'on target' measures are recorded here; just those that have been escalated by Heads of Service that are deemed to be of particular current significance as well as any others that are of particular significance or with government set targets. The information is ordered by Service Area.

### Planning Services

Outcome and Measure	Data Series	March 2019	June 2019	Sept 2019	Dec 2019	March 2020	June 2020
<i>High Quality Service Delivery</i> <b>ENPL64a % of major application decisions overturned at appeal, following a 2 year period</b>	Actual	2.08%	2.00%	1.96%	2.08%	3.77%	2.78%
	Target	10%	10%	10%	10%	10%	10%
	Comment (March 2020)	A second major appeal has been allowed in the rolling 2 year period, taking the result to 3.77% (threshold for special measures is 10%). Both of these appeals were for applications refused against officer advice.					
	Comment (June 2020)	The number of appeal overturns for major applications is down slightly from last quarter, at 2.78%.					
Outcome and Measure	Data Series	March 2019	June 2019	Sept 2019	Dec 2019	March 2020	June 2020
<i>High Quality Service Delivery</i> <b>ENPL64b % of non major application decisions overturned at appeal, following a 2 year period</b>	Actual (YTD)	0.81%	0.97%	1.17%	1.41%	2.67%	1.39%
	Target (YTD)	10%	10%	10%	10%	10%	10%
	Comment (March 2020)	The trend is that this measure has been rising. It now sits at 2.67% (23 out of 860 in quarter 4) which is well below the threshold of 10%.					
	Comment (June 2020)	The trend is that this measure has been rising. It has now decreased in the last quarter, which is well below the threshold of 10%.					

### Resources (Finance) - Both measures continue to be on target



### 3. ENC Employment statistics - data includes year to date April 2019 - March 2020 and Quarter 1 April - June 2020

This section identifies staffing levels, sickness levels and staff turnover data for each Service Area. Employment statistics are also reported to Personnel Sub Committee at regular intervals during the year.

#### 3.1 Staff Sickness

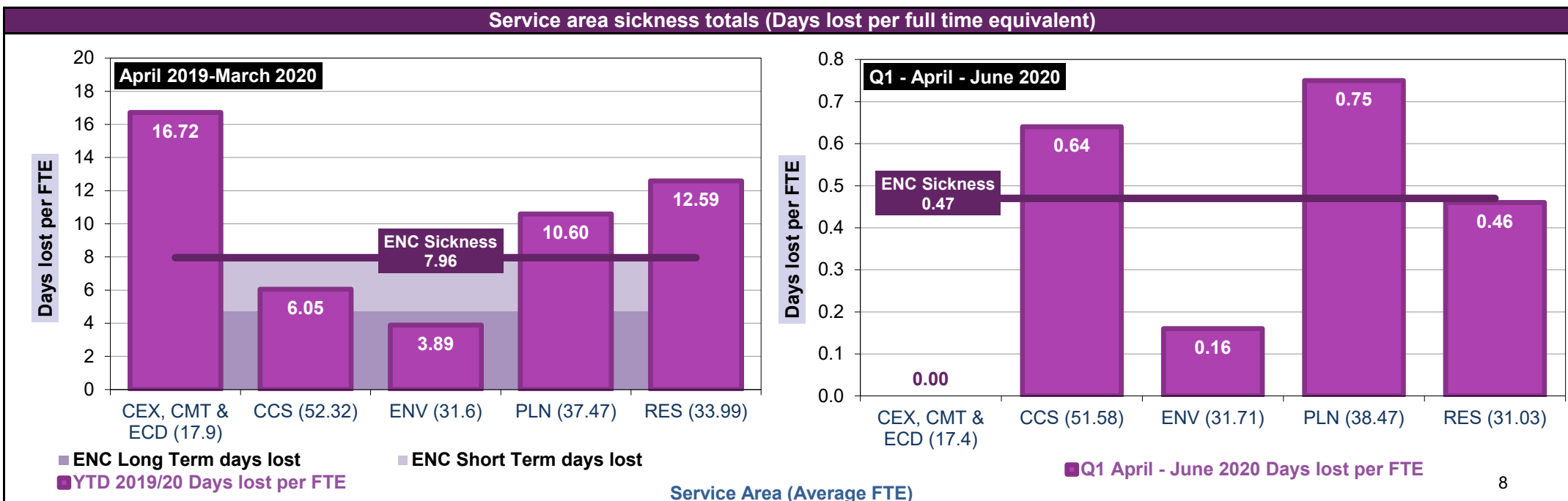
We continue to manage both the physical and mental health of our staff to the best of our ability. We have invested a lot of time and resource in health and wellbeing initiatives, including Disability Confident, Health in All Policies and The Workplace Health Self Assessment Toolkit. There has been a significant drop in sickness levels for the first quarter of 2020/21. The main reason for this is thought to be increased levels of home working due to the effects of COVID-19. ENC continue to closely monitor sickness levels alongside the reasons for sickness to ensure that we are able to support staff efficiently and effectively.

1 April 2019 - 31 March 2020	Days lost per FTE								
	ENC			CBC			BCW		
	Target	Actual	Perf	Target	Actual	Perf	Target	Actual	Perf
<b>Total FTE days lost</b>	10	7.96	😊	9	10.30	😞	8.49	6.94	😊
<b>Long Term</b>	6.5	4.73	😊	5.5	6.95	😞	4.44	4.13	😊
<b>Short Term</b>	3.5	3.23	😊	3.5	3.35	😊	4.05	2.81	😊

LGA Sickness Absence 2018/19 (Average of 48 District Councils who responded)	All Sickness = 8 days	Short Term = 3.5 days	Long Term = 4.5 days
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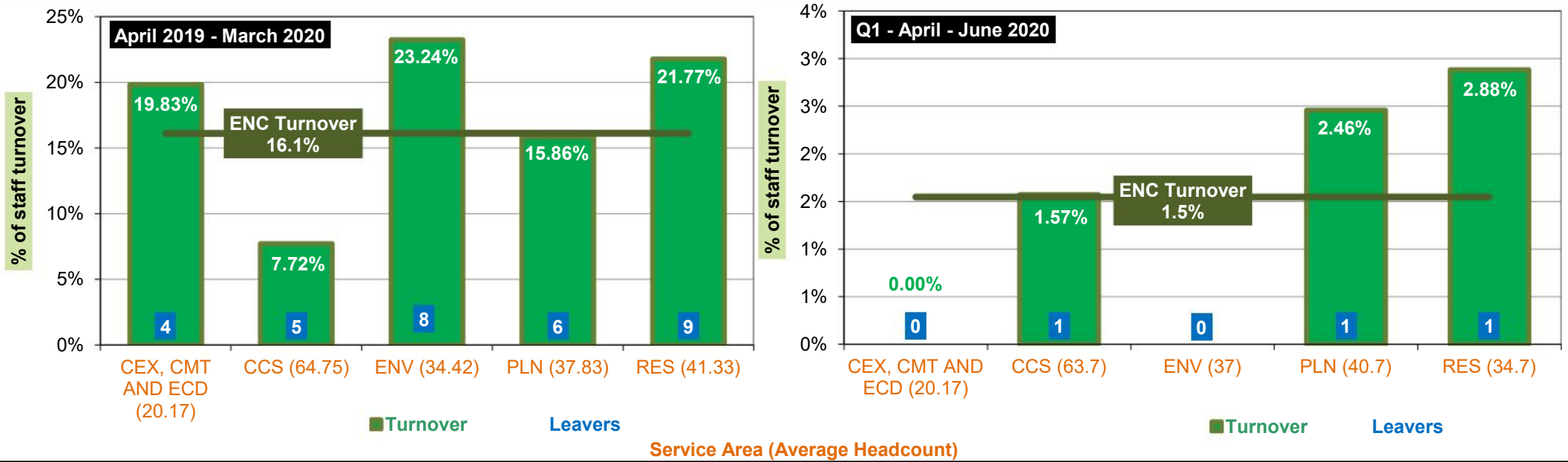
~ 1453.79 days were lost by ENC from April 2019 to March 2020, which comprises 60% Long Term days and 40% Short Term days  
 ~ 87 days were lost overall from April 2020 to June 2020, which comprises approx. 1/3 Long Term sickness and 2/3 Short Term days



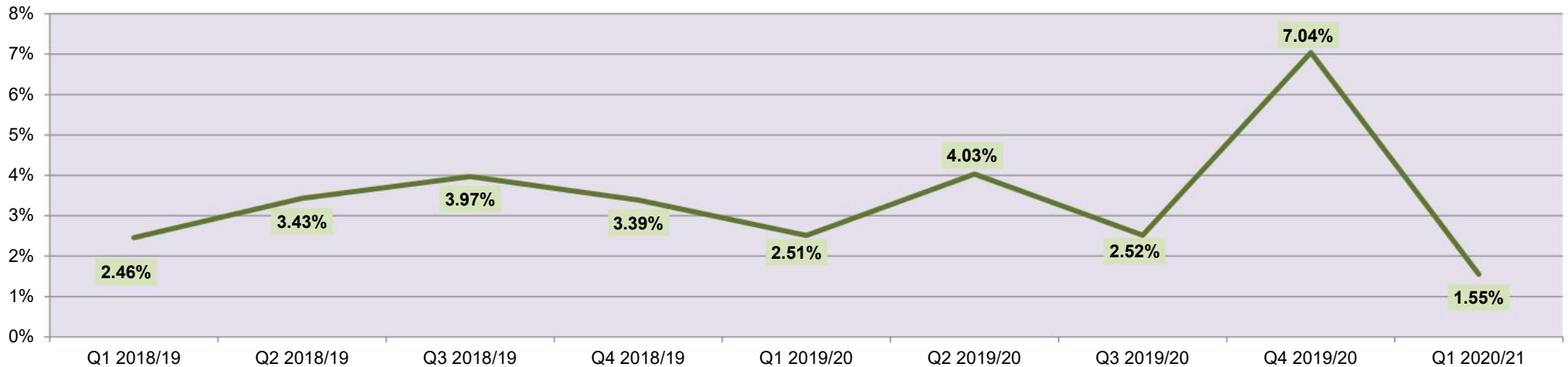
### 3. ENC Employment statistics - data includes year to date April 2019 - March 2020 and Quarter 1 April - June 2020

#### 3.2 Staff Turnover

Staff Turnover (% of staff leaving out of total staff in Service Area)

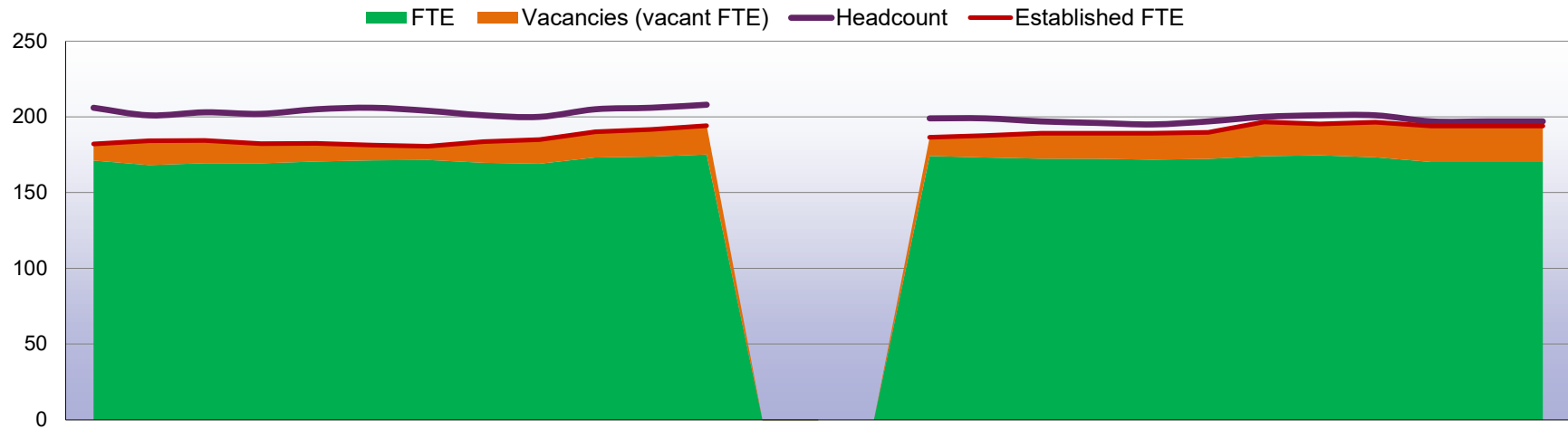


ENC Turnover Trend



### 3. ENC Employment statistics - data includes year to date April 2019 - March 2020 and Quarter 1 April - June 2020

#### 3.3 Staffing Levels April 2018 - June 2020



Data missing for April 19 - June 19 as HR shared service systems were being aligned during this time and establishment data cannot be verified.

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Vacancies (vacant FTE)	11	16	15	13	12	10	9	14	16	17	18	19				12.45	14.52	16.8	16.84	17.43	17.41	22.66	19.75	22.16	22.79	22.79	22.79
FTE	171.15	168.15	169.38	169.31	170.53	171.28	171.54	169.66	169.06	173.17	173.74	175.13				174.13	173.16	172.37	172.33	171.75	172.26	174.02	174.6	173.29	170.19	170.19	170.19
Headcount	206	201	203	202	205	206	204	201	200	205	206	208				199	199	197	196	195	197	200	201	201	197	197	197
Established FTE	182.15	184.15	184.38	182.31	182.53	181.28	180.54	183.66	185.06	190.17	191.74	194.13				186.58	187.68	189.17	189.17	189.17	189.67	196.67	195.35	196.44	193.98	193.98	193.98

\*Headcount and FTE includes staff on fixed term contracts

#### There were 12 Starters in Quarter 4:-

- Admin Assistant (Land Charges) x3
- Environmental Services Officer
- Executive Director
- Planning Policy Technician
- Housing Needs and Information Officer
- Principal Development Management Officer
- Senior Development Management Officer
- Business Administration Apprentice (Customer Services)
- Development Management Officer
- ICT Business Support Manager

#### There was 1 Starter in Quarter 1:-

- 1 x Senior Tree and Landscape Officer (Planning Services)

#### There were 14 Leavers from the following service areas in Quarter 4:-

- 1x Environmental Services
- 2x Planning Services
- 1x Chief Executive's Department
- 3x Customer and Community Services
- 7x Resources

(Resignations or retirements and 4 of the Resources leavers were TUPE transfers in the HR team)

#### There were 3 Leavers from the following service areas in Quarter 1:-

- 1x Planning Services
- 1x Customer and Community Services
- 1x Resources

## 5. Areas of Achievement Quarter 4 and Quarter 1 (January 2020 - June 2020)

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

<b>Customer and Community Services</b>	
<b>Achievement</b>	<b>Date Completed</b>
<b>Customer Services</b>	
EDMS training *	Q4
Social Media - introduced to more CSA's	Q4
Out with the collection crew	Q4
Future Northants - Work Force Management demo - CRM demo's - Telephony - Change Champions - Out of Hours - Emails - Face to Face etc.	Q4
Suicide and vulnerability training	Q4
Council Tax Support online form developed	Apr-20
Business Rates Grant Form Developed	Apr-20
Increase in emails, social media messages/My Account updates/ telephone calls/ messages for other service areas working from home.	April-June 20
Discretionary Grant Fund Form Developed and information presented on the web	May-20
Assisting the Business Rates Team by taking all their calls whilst they were administering the grants	April-June 20
Garden Waste Sacks form build (online and internal)	Jun-20
Prepping for CS to work from home (self isolation) to ensure continued support for CC calls.	April-June 20
Adapting Rushden and Thrapston contact centre to be covid secure at initial onset of C-19.	Apr-20
Provision of antibacterial wipes, hand sanitiser until stock was established.	April - May 20
High volume of calls regarding recycling contamination- educating residents resulting in this contamination rate to decrease	Jun-20
Successful signposting to County Resilience Hub & Vulnerable person Food Parcels, UON etc.	April-June 20
Assisting with mailshot packs to businesses on behalf of Economic and Commercial D team	May-20
Continuation of training for a new Apprentice	May-June 20
Set up emergency room for officers to work from ensuring social distancing for other officers.	Apr-20
Discussion and planning for the re-opening of Thrapston office. Screens , signage, risk assessments, intercom	Jun-20
Continuation of Change Champion work	May-June 20
<b>Communications</b>	
Cyber security promotion	Mar-20
Health & Wellbeing hub page	Feb-20
Chowns Mill roadworks promotion	Feb-20
Enterprise Centre, East Northants	Ongoing
Mental Health First Aid for Young People Training Course completed	Feb-20
Sport England Engaging Communities Training Course completed	Feb-20
Covid-19 Crisis Comms (internal/external)	March - ongoing
Covid-19 Rainbows	June - ongoing
Sunflower campaign	June - ongoing
Business Support	March - ongoing
Risk Assessments (Covid secure)	June - ongoing

## 5. Areas of Achievement Quarter 4 and Quarter 1 (January 2020 - June 2020)

<b>Revenues and Benefits</b>	
Annual Billing 2020/21	Mar-20
Small Business and Retail, Hospitality & Leisure Grants paid to businesses; 1388 grants totalling £15.4M	April - June 20
Discretionary Grant Fund Scheme developed; £828K paid to 99 businesses	Jun-20
Expanded Retail Relief Awarded to 475 businesses totalling £12.7M	Apr-20
Processing a significant increase in Council Tax Support claims due to people claiming Universal Credit	April - June 20
Preparing and presenting information to the Council Tax Harmonisation Group Task & Finish Group on behalf of the North	April - June 20
<b>Community Partnerships</b>	
CFF Grants approved and awarded	Q4
Workshop held to identify options for future governance of the EN Greenway	Q4
Gangs and cuckooing training delivered to the Social Landlords' Forum	Q4
Leisure Contract	Q1
Community Resilience Cell	Q1

<b>Economic and Commercial Development</b>	
<b>Achievement</b>	<b>Date Completed</b>
Appointment of operator for the Enterprise Centre	Mar-20
Addressing key issues within Facilities Management Audit	Mar-20
Practical completion of Enterprise Centre on 2nd June 2020	Jun-20
Mobilisation of operator for Enterprise Centre	Jun-20
Tourism Business Support packages developed with Partners in response to COVID-19	May - June 20
Economic Recovery Prospectus drafted and being delivered	April - June 20
CCTV policy drafted for approval by Council	April - June 20
COVID-19 planning and implementation for operational buildings	April - June 20
Demolition of 103 High Street, Rushden all agreed and ready to go	Jun-20

<b>Environmental Services</b>	
<b>Achievement</b>	<b>Date Completed</b>
<b>Health Protection</b>	
Licensing Enforcement Officer delivered a very hard hitting safeguarding (licensing) presentation to full council	Jan-20
Licensing Compliance Officer passed her Licensing Practitioners Qualification	Mar-20
470 proactive and reactive covid response interventions with businesses, organisations and Members of public.	April - June 20
Development and distribution of leaflet containing Covid secure info for all businesses in ENC (was also used by all other councils in the county)	Jun-20
Development of Covid enforcement procedures	April - June 20
Development of Covid sector specific proforma	April - June 20
Development and use of Care Home Covid Risk Assessment	May-20
Remote advice and assessment of new food businesses (over 30)	April - June 20
Implementation of ENC Covid Risk Assessment as part of the RA working group	April - June 20
First Aid Needs Assessment and implementation of procedures and systems for First Aid provision	May - June 20

## 5. Areas of Achievement Quarter 4 and Quarter 1 (January 2020 - June 2020)

<b>Waste Services</b>	
Prosecution for fly-tipping offence, found guilty and fined a total of £3900	Feb-20
Waste Electronic Electrical Equipment collections commenced district wide	Jan-20
Waste Team officers working to support Community Safety / Community resilience cell during Covid -19 crisis	Mar-20
Enforcement actions for envirocrime 2 x FPN for fly tipping, 1 x FPN for dogs off lead. 1 x Community Protection Warning for clearance of waste	Jan - Mar 2020
Provided assistance to Community Safety for Community Resilience hub and primary duties while CS officers were deployed to the Covid effort	April - June 20
Provided assistance to Northamptonshire County Council during the re-opening of the Rushden Household Waste Recycling Centre resulting in minimal disruption to users and the surrounding businesses	May-20
Produced the 'Spread some sunshine campaign' - an initiative where residents could download and colour a sunflower picture and crews would leave a pack of seeds. The tallest flower wins a prize.	April - June 20
Instigated new procedures for the managing and allocation of work coming into the team using existing IT back office systems enabling the team to work from any location and manage and update service requests and cases from the field.	April - June 20
Issued 2 X £300 FPNs for fly tipping, 1 x £100 for dog fouling. 1 x Community Protection Notice for inappropriate waste storage	April - June 20
Maintained Business as usual services during the entire initial lockdown, continuing to provide on the ground officer support to residents with regard to recycling resulting in reducing contamination from over 13% to just over 9%	April - June 20
<b>Environmental Protection</b>	
Empty Property project has restarted	Q4
Apply to the ECO scheme and were successful in getting two new boilers for two of our residents who were extremely vulnerable and had no heating or hot water. We also referred them to NESS(Northants Energy Saving Services) to help with income maximisation and fuel debt.	May-20
Warm Homes Fund first time gas central heating install to property at a property at Higham Ferrers. Occupant is thrilled with the install	Jun-20

<b>Planning Services</b>	
<b>Achievement</b>	<b>Date Completed</b>
Housing Needs and Information Officer in post	Q4
Rushden East Housing Needs Survey completed	Q4
Rushden East Masterplan out to consultation	Q4
Local plan additional sites out to consultation	Q4
Householder extensions SPD out to consultation	Q4
HMCLG Rough Sleeper Initiative funding secured	Q4
Adopted residential extensions SPD	Jun-20
Successfully defending ENC 5 year housing land supply	May-20
19 rough sleepers accommodated as part of COVID-19 emergency response	Q1

<b>Resources</b>	
<b>Achievement</b>	<b>Date Completed</b>
Office Transformation Project and Associated Works; The completion of two open tender packages covering both the building works and furniture and fittings	Q4
Published Medium Term Financial Strategy and capital strategy	Q4
Good response rate to Residents' Survey (368 responses compared to 271 last year)	Jan-20
Supporting CMT with ENC's response to the COVID crisis, including: Started the creation and weekly maintenance of "Situational Overview Report" to monitor the status of ENC's statutory functions and staff resource	Mar-20
ENC's Information Asset Register, Retention Schedules and Privacy Notices across the council are now complete and in place. All outstanding audit actions for the DPO have now been completed.	Jun-20
Responding and adapting well to WFH and the COVID-19 situation	Mar-20



## 5. Areas of Achievement Quarter 4 and Quarter 1 (January 2020 - June 2020)

Successful delete it week in February (valentines themed) 'Love your inbox'	Feb-20
Increasing involvement in Unitary work alongside day to day role	Q4
Corporate Support Manager presented on behalf of the complaints workstream at the Future Northants members briefing	Feb-20
MS TEAMS/WFH access & Members access	May-20
ENC's Information Asset Register, Retention Schedules and Privacy Notices across the council are now complete and in place. All outstanding audit actions for the DPO have now been completed!	Jun-20
Low sickness stats during Q1	Q1
Promotion of joint working with NCC and NNSRP to share ideas, templates and information	Q1
Supporting the COVID Risk Assessment working group with promoting a COVID Secure workplace	Q1
Analysis of lessons learned combined with government guidance to create the foundations for a "new normal"	Q1