

Amanda Willis

Programme Officer for Tamworth Borough Council Local Plan Inspection

22nd June 2015

Dear Amanda,

I have recently become aware of some recent information that may be beneficial to the Inspector in his decision-making for Tamworth, as material considerations. I have included 5 copies for potential circulation.

Item 1

Extracts from recent Cabinet Meeting Quarter Four 2014/15 Performance Report, which gives details of crime and anti-social behaviour incidents – summarised below:

Subject	2013/14	2014/15	Percentage Change	Page
Dwelling Burglary	182	207	Up 13.7%	17
Anti-social Behaviour Incidents	1916	2049	Up 6.8%	17
Serious Violence	52	49	Down 5.8%	17
Less Serious Violence	489	555	Up 13.5%	18
Serious Acquisition Crime	442	557	Up 25.7%	18
Violence with Injury	541	604	Up 11.2%	19
Reported Concerns – Children	27	29	Up 7.4%	19
Reported Concerns – Adults	26	40	Up 53.8%	19
Number of Violent Incidents (TBC)	5	12	Up 140.0%	26
Total Incidents	3680	4102	Up 11.47%	

	2013/14	2014/15	Percentage Change	Page
Other Information				
Percentage of working population claiming Jobseeker's Allowance	1.7%	0.7%	Down 1%	16
New Jobs Created		17.0	N/A	16
10 1 st Time Start Ups over 2 years		4.0	N/A	16

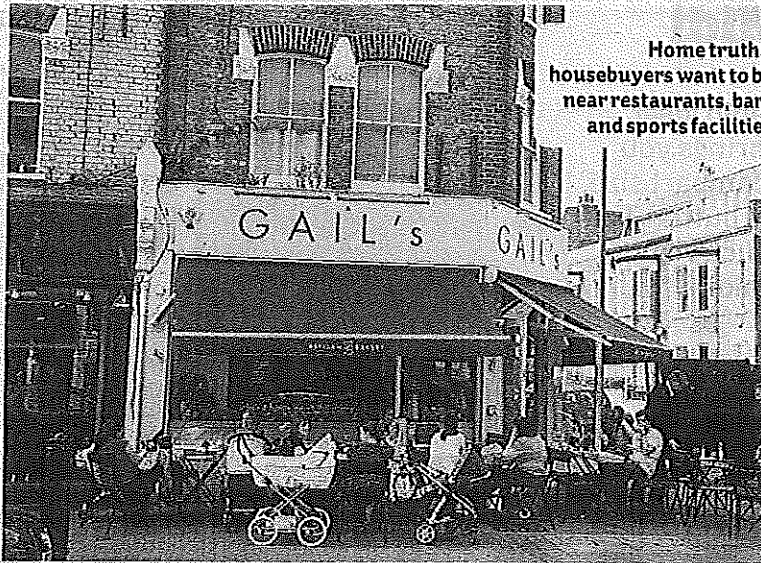
Also included is a newspaper cutting of a recent survey by Santander Mortgages indicating peoples' priorities for buying a new home (key requirements underlined).

NB : The information may well help to understand the reasons why people in Tamworth and other areas seek to move.

Yours sincerely,

K. W. Forest

WHAT HOME BUYERS WANT (SURVEY BY SANTANDER) REQUIREMENTS UNDERLINED



Home truths:
housebuyers want to be
near restaurants, bars
and sports facilities

loans is not to sign up with your own bank without checking some of the less obvious alternatives, as there's a good chance that you'll be paying over the odds.

WHAT HOMEBUYERS WANT

An interesting survey was released by Santander Mortgages this week looking at people's key priorities when they are considering buying a new home.

As you would expect, more space was high on the list. However, it seems that proximity to work and to public transport have become far more important than living close to family members.

There was also a big increase in homebuyers looking for a strong broadband signal and to be near sports facilities and bars and restaurants.

There seems to have been a move towards people wanting a shorter commute and an all-round better quality of life.

Respondents said they would be prepared to pay an extra £7,000 to live in a safe neighbourhood and £6,000 to live next to nicer neighbours.

On the mortgage product front, there was some excellent news for first-time buyers from Tesco Bank, which launched two new 95 per cent loan-to-value deals: a five-year, fee-free fix at a rate of 4.69 per cent, or 4.19 per cent fee-free on a two-year option.

three years. Lending Works, a relatively new P2P player, is charging just 5.7 per cent.

Just because you might not be familiar with the names, it doesn't mean you should discount them. The P2P sector is now regulated and has established itself as a credible alternative to the big banks - and the rates are much better than you'll find on the high street.

Another option to consider is the Low Rate credit card from MBNA. Although this isn't strictly a personal loan, there's nothing to stop you using this credit card in

the same way you would a loan. If you make purchases with the card and set up a monthly standing order from your current account, it works in exactly the same way as a personal loan. The interest rate is 6.6 per cent APR and, unlike many deals, there's no balance-transfer fee to pay. It is one of the cheapest ways to borrow a smaller sum over three or five years.

The potential cost saving on a loan of £3,000 at 6.6 per cent is £742 over a three-year term; the personal loan with Barclays, for example, charges 22.9 per cent APR.

The golden rule with personal

REPORT OF THE LEADER OF THE COUNCIL

QUARTER FOUR 2014/15 PERFORMANCE REPORT

EXEMPT INFORMATION

Not applicable

PURPOSE

This report aims to provide Cabinet with a performance health-check

RECOMMENDATIONS

That Cabinet endorse the contents of this report

EXECUTIVE SUMMARY

This report looks at

1. High level corporate plan projects/programmes,
2. Key Service Performance Indicators,
3. Impact of welfare benefit reform,
4. Performance management framework,
5. Corporate risks,
6. Sustainability Strategy,
7. Financial health check

OPTIONS CONSIDERED

Not applicable

RESOURCE IMPLICATIONS

There are none

LEGAL/RISK IMPLICATIONS BACKGROUND

There are none

SUSTAINABILITY IMPLICATIONS

There are none

BACKGROUND INFORMATION

REPORT AUTHOR

John Day

LIST OF BACKGROUND PAPERS

APPENDICES

Quarter Four 2014/15 Performance Report

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Communities Planning and Partnerships Key Service Performance Indicators 2014/15

Performance Indicator	2013/14	2014/15	Status	Short Trend	Annual Target 2014/15	Comments
	Value	Value				
Processing of planning applications: Major applications (Tamworth)	61.53%	58.25%			60.00%	Two major applications were considered during the fourth quarter of 2014/15. The applications related to Darwell Park (Ref 0401/2014) and Pennine way (Ref 0365/2014). Both of these applications were determined at Planning committee and took 18 weeks 1 day and 14 weeks 2 days respectively. Extensions of time were agreed with the applicants in respect of both these applications
Processing of planning applications: Minor applications (Tamworth)	78.20%	80.20%			65.00%	29 minor applications were processed in the fourth quarter of 2014/15. 22 of these applications were determined within 8 weeks. Out of the remaining 7 applications 5 had extensions of time agreed with the applicant and 2 were determined in around 16 weeks. All decisions were delegated
Processing of planning applications: Other applications (Tamworth)	96.92%	95.79%			80.00%	During the fourth quarter of 2014/15. 44 decisions were made for other developments. 41 were made within 8 weeks. The remaining 3 decisions were made after 8 weeks. One related to a house extension which took between 13 and 16 weeks, one related to an advertisement and took between 13 and 16 weeks and the final one related to a listed building application. An extension of time was agreed for the listed building

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Performance Indicator	2013/14	2014/15	Status	Short Trend	Annual Target 2014/15	Comments
	Value	Value				
The number of partners delivering services in response to agreed issues - Armington	94	32			27	application.
The number of partners delivering services in response to agreed issues - Belgrave	33	31			27	
The number of partners delivering services in response to agreed issues - Glascoate	73	30			27	
The number of partners delivering services in response to agreed issues - Stonydelph	39	133			27	
Percentage of working age population claiming Job Seekers Allowance	1.7%	0.7%			1.6%	
Percentage of total rateable value of commercial floor space that is unoccupied	8.7%	4.71%			8.26%	0.7%
Percentage change in rateable value of commercial buildings	-1%	0.4%			1%	
20 new jobs created in existing organisations per annum directly attributable to interventions under the Contract (BDS - Infrastructure Support for business and third sector)		17		N/A	20	Due to the nature of work involved in 'new jobs created' This PI's figures will fluctuate each month. We are not concerned this PI is slightly down as BDS have continued to support start up's and other businesses and cannot always directly influence job creation. We accept there might be a slight delay in job creation figures but expect this to be rectified over the life of the contract.
10 first-time business start ups over two years with information broken down by sector and level of support provided (BDS - Infrastructure Support for business and third sector)		4		N/A	10	Due to Blue Orchid already providing this service in Tamworth we negotiated that this PI would not be met until Year 2 of the Contract. Therefore BDS have exceeded the agreement for Year 1.
Total Attendance Overall - Assembly Rooms	25,883	39,491			50,000	
Customer Satisfaction - Assembly Rooms	98%	99%			96%	
Visitor Numbers (Outdoor Events)	89,700	102,275			74,000	

Performance Indicator

2013/14 2014/15
Value Value Status Short Trend Annual Target 2014/15

Comments

X	Total Number of visits/usages - Tamworth Castle	43,037	42,114	●	↓	47,000	
X	Trip Advisor Rating - Tamworth Castle	4.5	4.5	●	→	4.5	
X	Burglary Dwelling	182	207	●	↓	182	There has been an increase this year which is in contrast to year on year falls over the last 5 years which have been achieved against a backdrop of recessions, high unemployment and austerity. One of the main factors for the increase has been the prevalence of active prolific offenders who are managed through the Joint police/probation Integrated Offender Management (IOM) team. The police have recently set up a weekly crime strategy meeting for local police managers, IOM staff and the Head of community safety is also invited to provide that link with the resources in the community safety hub.
			+ 13.2%				
X	Incidents of Anti-Social Behaviour	1,916	2,049	●	↓	1,916	The anticipated increase did occur and we finished the year over target which is set against year on year reductions for the last five years. The ongoing increase in reported incidents of mini motos, quad bikes etc mainly on our network of paths/cycle ways connecting the estates of Belgrave, Glascoate, Stonydelph and Amlington has continued which is largely responsible for the increase. The police have primacy for any enforcement action and the community safety hub has and will assist them in an effort to resolve these issues.
			+ 6.9%				
X	Serious Violence	52	49	●	↑	32	We did not achieve our ambitious reduction target based on 2012/13 final outturn, however we did achieve a slight reduction on last year's final figure. There are no trends or patterns to the violence with still the absence of
			- 5.8%				

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Performance Indicator

2013/14 2014/15
Value Value Status Short Trend Annual Target 2014/15

Comments

X	Less Serious Violence	489	555	●	↓	489	weapons or gangs. A multi agency violence task group is being set up to have a more focused approach to reduce the incidents. Violence is occurring across the 3 main areas, night time economy in the town centre, estate residential violence and domestic related. In the last 12 months we have commissioned the services of an early intervention worker for domestic abuse which may have encouraged more victims to report the assaults to the police which will increase the incidents of violence.
			+ 13.5%				
X	Serious Acquisitive Crime	442	557	●	↓	478	We did not achieve our ambitious reduction target based on 2012/13 final outturn. There are no trends or patterns to the violence with still the absence of weapons or gangs. A multi agency violence task group is being set up to have a more focused approach to reduce the incidents. Violence is occurring across the 3 main areas, night time economy in the town centre, estate residential violence and domestic related. In the last 12 months we have commissioned the services of an early intervention worker for domestic abuse which may have encouraged more victims to report the assaults to the police which will increase the incidents of violence.
			+ 25.7%				

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Performance Indicator

2013/14 Value 2014/15 Value Status Short Trend Annual Target 2014/15

Comments

X

Violence with Injury

641 604 ● ↓
+11.2%

521

team. The police have recently set up a weekly crime strategy meeting for local police managers, IOM staff and the Head of community safety is also invited to provide that link with the resources in the community safety hub. We did not achieve our ambitious reduction target based on 2012/13 final outturn. There are no trends or patterns to the violence with still the absence of weapons or gangs. A multi agency violence task group is being set up to have a more focused approach to reduce the incidents. Violence is occurring across the 3 main areas, night time economy in the town centre, estate residential violence and domestic related. In the last 12 months we have commissioned the services of an early intervention worker for domestic abuse which may have encouraged more victims to report the assaults to the police which will increase the incidents of violence.

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X
X
X
X
X

The number of reported concerns - Children

+7.4% 27 29 ● ↑

25

The number of reported concerns - Adults

+53.8% 26 40 ● ↑

30

Total 16+ attending organised activity across the Borough

+27.5% 143,677 185,880 ● ↑

135,000

Total under 16 attending organised activity across the Borough

+27.6% 110,407 140,847 ● ↑

105,000

The occupancy levels of Town Centre retail outlets

87% N/A N/A N/A

91%

There were insufficient resources to carry out the survey in quarter four; Local Plan submission, pre hearing meeting and preparation for hearing sessions took priority.

Net additional homes provided (Tamworth)

60 61 ● ↑
?
19

170

Gross completions for the year 2014/15 were 64 units, with 3 losses giving a net figure of 61. This marks the

ONLY 3 LOSSES?

Performance Indicator

2013/14 Value 2014/15 Value Status Short Trend Annual Target 2014/15

Comments

X

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X

X

fourth year in a row of completions lower than the planned target of 170. The Council's role in providing new homes is setting the right environment for house building by producing an up to date and sound Local Plan and the approval planning applications for sustainable development.

Without the availability of large housing allocations it can be difficult to bring forward large amounts of additional housing. The current supply within Tamworth is predominantly made up of small application sites, the only remaining large site is Anker Valley, which now has planning permission. It is expected completions for this site will start to come through by 2016/17, but possibly a small number in 2015/16.

The new Local Plan has now been submitted for examination and it is expected to be adopted by quarter three 2015/16, this will set out the specific supply of housing within the borough for the next 15 years.

Planning & Regeneration will continue to work with the development industry in a productive manner to bring forward more housing within Tamworth.

Despite the low completion rate, there still remains a supply of smaller applications sites; however progress by the house building industry has been slowed to bring forward these applications to completion. There are currently 406 dwellings with planning permission and a

TRANSPORT?
OVERLINE PERMISSION
NO BY 2015/16?
DOWNS?

Performance Indicator	2013/14 Value	2014/15 Value	Status	Short Trend	Annual Target 2014/15	Comments
Number of affordable homes delivered (gross) (Tamworth)	7	42	⊙	↑	34	<p>further 58 under construction. It is clear there is a supply of houses with planning permission, but perhaps for non planning reasons, the deliver of these sites has been delayed.</p> <p>Affordable completions for the year 2014/15 were 42 units. The Council's role in providing new homes is setting the right environment for house building by producing an up to date and sound Local Plan and the approval planning applications for sustainable development.</p> <p>Planning & Regeneration will continue to work with the development industry in a productive manner to bring forward more housing within Tamworth.</p> <p>Despite the low total completion rate for all housing, there has been a significant increase in affordable houses delivered, exceeding the annual target and the highest level since 2010/11. The principal factor in this increase is the Council's collaborative approach with housing associations to deliver a number of 'garage sites' within Tamworth: Council owned land delivered in partnership.</p>
						<p>?</p> <p>GROSS NOT ALLOWED FOR LOSSES</p> <p>LACK OF DETAIL OF AFFORDABLE HOUSING IN RECENT YEARS</p> <p>?</p>

X

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X

Finance Key Service Performance Indicators 2014/15

Performance Indicator	2013/14 Value	2014/15 Value	Status	Short Trend	Annual Target 2014/15	Comments
Percentage of Non-domestic Rates Collected	98.50%	98.70%	⊙	↑	98.00%	
% of Council Tax collected	97.60%	97.70%	⊙	↑	97.50%	
Achievement of an unqualified audit opinion on the financial statements	Yes	Available October 2016			Yes	
Spending maintained within approved budget and without significant underspends	-7.12%	-12.72%	⊙	↓	-5%	
Number of material final account audit adjustments	0	Available October 2016		N/A	0	
Engagements closed down within 5 working days of period end	1.33	1.08	⊙	↑	5	
Bank Reconciliation completed within 10 days (Payments Account)	6.83	5	⊙	↑	10	
Bank Reconciliation completed within 15 days (General Account) of period end	14.17	14.75	⊙	↓	15	
Debtors current year collection	84.9%	98%	⊙	↑	95%	

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Housing and Health Key Service Performance Indicators 2014/15

Performance Indicator	2013/14 Value	2014/15 Value	Status	Short Trend	Annual Target 2014/15	Comments
Average number of days taken to re-let local authority housing (Standard Empty Homes)	16.92	16.33	↓	↓	16	16 days remained a challenging target. Over the last three years void turnaround has fallen by around 50%. 'Best in class comparators' for, top quartile performance is still around 21 days so Tamworth is still voted the most improved landlord with regard to void turnaround. Despite significant challenges with decanting tenants at Tinkers Green, end of year performance was 16.3. With the tolerances on covalent (1%) this shows outside of target. Rent loss has consistently reduced as time counted is from the date keys are handed in to the tenancy commenced date. If it was keys in to keys out then the target would be less than 7 days. Overall this is a solid performance and the target seeks to challenge an already much improved figure.
<p><i>No. of void reduction but around 50% exchange of keys. ✓</i></p>						
Percentage of offensive graffiti removed within 48 hours	100%	100%	✓	→	100%	
The percentage of customers satisfied with the "Finding a Home" Service	94.42%	95.33%	✓	↑	80%	
Overall percentage of tenant satisfaction with the responsive repairs service provided by Mears	89.71%	93.76%	✓	↑	85%	
Percentage of all responsive repairs completed within target	97.96%	98.02%	✓	↑	97%	

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Legal and Democratic Key Service Performance Indicators 2014/15

Performance Indicator	2013/14 Value	2014/15 Value	Status	Short Trend	Comments
Number of Standard Searches carried out	1,329	1,410	↓	↑	
The number of exempt items presented to meetings	46	35	↓	↑	
Percentage of Household Enquiry Forms returned				N/A	At present the Government's IER/HEF registration does not provide reports for monitoring of performance indicators. However, it is anticipated that next year, when it will be a more normal canvass, that such information will be available.
Percentage of Individual Elector Registration Forms returned				N/A	At present the Government's IER/HEF registration does not provide reports for monitoring of performance indicators. However, it is anticipated that next year, when it will be a more normal canvass, that such information will be available.

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Technology and Corporate Programmes Key Service Performance Indicators 2014/15

Performance Indicator	2013/14 Value	2014/15 Value	Status	Short Trend	Annual Target 2014/15	Latest Note	
Percentage of incidents fixed by ICT		87.89%	90.34%	⊙	↑	70%	
Incidents Responded within SLA	- 1.17%	94.12%	92.95%	⊙	↓	90%	
Incidents Resolved within SLA	- 1.00%	98.06%	97.06%	⊙	↓	90%	
ICT Backups		91.8%	89.96%	⊙	↓	100%	This KPI is measured on full backups and a number have not completed fully, although still backed up all data. Data also copied off site within reciprocal data hosting arrangement with partner (Walsall MBC)
Service Availability		99.85%	99.28%	⊙	↓	99%	
Freedom of Information Requests Responded To Within legislative timescales		84.41%	96.19%	⊙	↑	100%	A number of more complex requests have gone over target
ICT Support Desk - Percentage of calls answered within 15 seconds	- 3.03%	93.54%	90.51%	⊙	↓	92%	Currently running with one vacancy on the ServiceDesk pending a full service review
ICT Support Desk - Percentage of calls abandoned	- 2.9%	2.6%	3.59%	⊙	↓	3%	Currently running with one vacancy on the ServiceDesk pending a full service review
ICT Service Desk - Outstanding Incidents	+ 73	59	132	⊙	↓		
LLPG Quality	+ 23.7%	5		⊙	⊙	5	

Transformation and Corporate Performance Key Service Performance Indicators 2014/15

Performance Indicator	2013/14 Value	2014/15 Value	Status	Short Trend	Annual Target 2014/15	Latest Note
Working Days Lost Due to Sickness Absence	10.51	8.64	⊙	↑	8.50	
Number of accidents to employees reported	+ 6.3%	32	34	⊙	↓	
Number of accidents to non-employees reported	- 3.5%	20	13	⊙	↑	
Number of HSE notifications/interactions	+ 2	2	4	⊙	↓	
Number of violent/threatening incidents	+ 7	5	12	⊙	↓	
The number of hits on the website	698,933	1,133,618	⊙	↑		
Average time spent on the website	3.27	3.37	⊙	↑		
SocitM Website score	1	1	⊙	⊙	4	The site was judged against top 10 tasks (as defined by SocitM) which included items such as report a missed bin, report a bonfire problem and digital engagement via Twitter. The assessment was also judged using the 'recycle for Tamworth' site built by Lichfield which seemed to have caused the SocitM assessor some confusion. A plan for further development of the Council's website is well underway which takes account of the feedback as well as ensuring that more of the 'top task' forms are available online. In addition, new sites such as the Castle and the Active Tamworth web sites were launched after the SocitM assessment.
The number of payroll errors	+ 7 - + 30.4%	23	30	⊙	↓	