
REPORT TO:	Housing & Community Services Committee	AGENDA ITEM: 10
DATE OF MEETING:	28th August 2014	CATEGORY: DELEGATED
REPORT FROM:	Director of Housing & Environmental Services/ Director of Leisure & Community Services	OPEN
MEMBERS' CONTACT POINT:	Bob Ledger (ext. 5775) Stuart Batchelor (ext. 5820)	DOC:
SUBJECT:	Corporate Plan 2009-15: Performance Management Report (1 April – 30 June 2014)	REF:
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE:

1. Recommendations

1.1 That Members:

- (a) Note the progress and achievements during the period 1st April to 30th June 2014, in relation to the Council's Corporate Plan 2009/15.
- (b) Review where progress has failed to achieve the specified target and consider the adequacy of the remedial action taken.

2. Purpose of Report

- 2.1 To report details of progress and achievements during the period 1st April to 30th June 2014, in relation to the Council's Corporate Plan 2009 –2015.
- 2.2 Details are provided in the respective appendices outlined below, which are attached to this report.
 - Progress against Corporate Plan 'key projects' as attached at Appendix A; and,
 - Progress against Corporate Plan 'performance measures' as attached at Appendix B.

3. Detail

Executive Summary

- 3.1 It is important that Members scrutinise the performance of the Council as part of the democratic process. This report reflects the first quarter's performance in 2014/15 on the key targets the Council has set and approved.

Corporate Plan 2009/15

- 3.2 To provide a context, the Council's Corporate Plan 2009 -15 Action Plan consists of four main 'themes' or 'priorities' (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices: and Value For Money*).
- 3.3 In March 2014, the Corporate Plan was refreshed along the current themes, with an emphasis being placed on how our actions will make a difference to our residents and stakeholders. In order to focus our actions, performance will be measured against a reduced number of actions or 'key projects' and performance measures
- 3.4 Each 'theme' contains a number of 'outcomes' that help explain what the 'theme' is about. In order that the Council and its stakeholders are able to tell whether the 'outcomes' are being delivered, a number of 'key projects' (with a series of 'tasks/ milestones') and performance measures have been allocated to each 'outcome' that will be monitored either on a quarterly or annual basis.
- 3.5 This Committee is responsible for the delivery of two 'outcomes' [*Delivering a range of housing provision and services that address community requirements and Safer Communities*] within the '**Safe & Secure**' theme; and 2 'outcomes' [*Delivering community based recreational & cultural activities that promote a 'healthier' lifestyle and Helping the community reduce its 'environmental footprint'*] within the '**Lifestyle Choices**' theme.

Progress to 30th June 2014

'Key Projects'

- 3.6 Table 1 below; summarises the progress made against 'key projects.' It shows that 14 (93.3%) of 15 tasks due for completion this quarter have been achieved.

Table 1: Progress against Corporate Plan Projects (as at 30 June 2014)

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Safe & Secure	8 (100.0%)			8 (100.0%)
Lifestyle Choices	5 (71.4%)	2 (28.6%)		7 (100.0%)
Total	13 (86.7%)	2 (13.3%)		15 (100.0%)

- 3.7 Those tasks that have not been completed and the remedial action taken are summarised in Table 2 overleaf.

Table 2: Corporate Plan – Key Projects– 'Failed' Tasks (as at 30th June 2014)

Project	Task 'not completed'	Remedial Action
Lifestyle Choices		
LP 07 - Deliver continuous improvement of the Council's environmental performance, through on-going accreditation to ISO 14001	LP 07.1 Hold annual senior management review of EMS performance.	Programme of EMS activities progressing to plan. However senior management review is re-scheduled to be undertaken in Q2 (August).
LP 05 - Present the Affordable Warmth Strategy to committee	LP 05. 1 Present the Affordable Warmth Strategy to Committee	The Strategy has been drafted but not yet reported to Committee. Now scheduled for the October meeting.

Performance Measures

- 3.8 Table 3 below provides a summary of performance against targets for both the current quarter and projected outturn for the year. It shows that 10 (83.3%) quarterly targets have been 'achieved'. It is also forecast that 13 (92.9%) of 14 targets will be met by the year end.

Table 3: Performance Measures – performance against targets (as at 30th June 2014)

Theme	Quarter Target			Total	Projected Annual Target		
	'Achieved'	'Failed'	'N/a' / Proxy See Note 1		'On Track'	'At Risk'	'N/a' / Proxy See Note 1
Safe & Secure	6 (75.0%)	2 (25.0%)	9	17	7 (87.5%)	1 (12.5%)	9
Lifestyle Choices	4 (100.0%)	0	4	8	6 (100.0%)	0	2
Total	10 (83.3%)	2 (16.7%)	13	25	13 (92.9%)	1 (7.1%)	11

Note 1 Proxy Measures are outside the Council's direct control but provide an indication of the 'overall health of the district' For instance: A Council Strategy to 'increase employment opportunities in the area' may have an impact on the local unemployment rate.

- 3.9 Table 4 overleaf, summarises both the quarterly targets that have 'not been met' and where the projected annual target maybe 'at risk' of failure. Brief comments and remedial action taken is also provided.

Table 4: Performance Measures - targets failed (as at 30th June 2014) and/or at risk of failure by year end

Description	Qtr 1 Target	Qtr 1 Actual	Comments and Planned Remedial Action
Safe & Secure			
SM 03 - Average time (in working days) taken to re-let Council homes	21	22.7	Performance is improving and on track to hit target by year end. A new Allocations Officer is now in post. Changes have been made to the gas meter process to make this more efficient.
SM17 –% of environmental disputes improved based on customer feedback	>75%	72%	All negative customer feedback is reviewed. Feedback informs adjustments to the regulatory process.

Managing Risks

- 3.10 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 5 below outlines the main risks across the Lifestyle Choices and Safe & Secure themes of the Corporate Plan.

Table 5: Managing Risks

Risk Description	Likelihood	Impact	Mitigating Action
Safe & Secure			
Loss of Homelessness Grant <i>(Main Responsible Officer – Director of Housing & Environmental Services)</i>	Treat the Risk	Remains Low	Continue to lobby Derbyshire County Council to maintain the grant in future years
Increase in the level of current tenant rent arrears <i>Main Responsible Officer – Director of Housing & Environmental Services)</i>	Treat the Risk	Medium	Performance management, target setting and adherence to collection procedure
Costs of Housing Enforcement <i>Main Responsible Officer – Director of Housing & Environmental Services)</i>	Treat the Risk	Low	Adherence to procedures to ensure appropriate enforcement action is taken, recharge policy and explore framework agreement with contractors to reduce
P3 <i>Main Responsible Officer – Director of Housing & Environmental Services)</i>	Treat the Risk	Low	Loss of temporary accommodation provided by P3 and/or loss of support funding

Risk Description	Likelihood	Impact	Mitigating Action
Lifestyle Choices			
Managing large capital projects <i>Main Responsible Officer – Director of Planning & Community Services))</i>	Treat the Risk	Remains Medium	Six monthly monitoring
Failure of contracts e.g. leisure centres <i>Main Responsible Officer – Director of Planning & Community Services))</i>	Tolerate the Risk	Remains Low	Continue monitoring meetings. Finalise or update outstanding contracts. Annual review of risk
Memorial monuments falling causing injury <i>Main Responsible Officer – Director of Planning & Community Services))</i>	Treat the Risk	Remains Medium	Formal check to be timetabled. Annual Review of risk
Accidents at play areas <i>Main Responsible Officer – Director of Planning & Community Services))</i>	Treat the Risk	Remains Medium	New play areas are designed to meet current standards. Need to arrange further back up cover for inspections when Inspector is absent. Annual review of risk.
Dilapidation of leisure / community facilities <i>Main Responsible Officer – Director of Planning & Community Services))</i>	Treat the Risk	Remains Low	Annual review of risk
Failure of Business Plan for Rosliston Forestry Centre <i>Main Responsible Officer – Director of Planning & Community Services))</i>	Treat the Risk	Remains Medium	Annual review of risk
Urban core cemetery space running out <i>Main Responsible Officer – Director of Planning & Community Services))</i>	Treat the Risk	Remains Medium	Six monthly review of risk

Service Area Commentary

- 3.11 To assist Members in their assessment of progress made, the Lead Officer for each of the performance measures has provided some supplementary information on how the performance measures are supporting the delivery of the outcomes.

Community & Planning Services

- 3.12 The Service has continued to deliver the 'Legacy' programme of activities and facilities including the significant progress on the Green Bank Leisure Centre refurbishment and completion of renovation works on the Swadlincote Skateboard Park. .
- 3.13 Cultural events saw a successful Liberation Day, Festival of Leisure, and South Derbyshire Day at Pride Park and National Forest Walking Festival.

Housing & Environmental Services

- 3.14 Performance against the measure re the occupation of properties within three weeks of the former tenant moving out (void turnaround time) has improved considerably and is now on-track to hit target by year end.
- 3.15 Rescheduling of Environmental Health workloads meant that the internal review of our environmental ISO1401 standard did not happen in the first quarter and is now scheduled for the second. Similarly the revised Affordable Warmth Strategy is now scheduled for submission to Committee in October.

4. Financial Implications

- 4.1 There are no specific financial implications relating to this report. The need to continually improve whilst delivering the ambitions of the *Corporate Plan* will require a sustained efficiency programme, including the shifting of resources to the priority areas.

5. Equalities Implications

- 5.1 This report has no implications in respect of meeting the Public Sector Equality Duty of the Equalities Act 2010.

6. Corporate Implications

- 6.1 The Council aspires to be an "excellent" Council in order to deliver the service expectations of our communities. This performance report evidences an improvement in how we are meeting those demands and expectations.

7. Conclusions

- 7.1 A high level of performance and improvements has delivered a range of outcomes for local communities.
- 7.2 This performance report evidences significant improvement in how the Council is meeting demands and expectations.