

Background Papers, if any, are specified at the end of the Report

Performance Indicator Targets 2014-2017

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RECOMMENDATIONS

- 1. Members are asked to confirm approval of Performance Indicators and future targets.**

Relationship to Council Objectives

Performance Management helps to ensure that performance targets set through the service planning process are met and any dips in performance are identified and resolved in a timely manner. This report links to all of the Council's objectives listed below

Objective 1 - Efficient and effective customer focused services

Objective 2 - Safe, healthy and cohesive communities

Objective 3 - Conserve the environment and promote sustainability

Implications

(i) This matter is not a Key Decision within the Forward Plan.

(ii) This matter is within the Policy and Budgetary Framework.

Financial Implications

None identified

Risk Management Implications

This report is to support the Council in identifying and addressing performance issues.

Equalities Implications

None identified

Sustainability Implications

There are no sustainability implications, monitoring of performance indicators such as planning permission, recycling rates all help to support the principles of sustainability.

Report

1. This report provides information on the targets set for performance indicators for 2014/15, 2015/16 and 2016/17.

Background

2. The Council sets targets for each performance indicator for the next three years and publishes these along with the actual performance in the Annual Report, published in June of each year.
3. In line with the Council's performance management framework, all Heads of Services review their performance indicators annually through the service planning process and sets targets against each indicator for the next three years.
4. This year, a more extensive review has been undertaken by Heads of Service, particularly where shared services will be in place at the start of the performance year – Building Control, Community Safety, Housing and Licensing.
5. As a result of the extensive review there have been a number of new performance indicators introduced for the new joint service areas. The aim of the new indicators is to ensure that consistent performance data is collected across both districts for the joint service areas.
6. There are certain PIs recorded by the Council which do not have targets set for them. These are data only PIs where data is collected but not measured against a target.

Main Changes for 2014/15

7. There have been several new indicators introduced for the housing team for 2014/15. The new PIs are to reflect the new joint housing service so identical indicators are monitored for both districts.
8. Building Control have implemented joint performance indicators which monitor data for both Chiltern and South Bucks. These can be found on page 10 of appendix A.
9. Waste targets and performance from April 2014 will be reported for the whole joint waste service. The Joint Waste Collection Committee for Chiltern and Wycombe has only set joint targets for waste performance indicators across the whole service. The reason joint target have been set is to enable rounds to become more efficient and where appropriate cross the CDC/WDC boundary, for both waste and recycling collection and cleansing. It also reduces staff time double entering figures.

Background papers: (if any)
