

REPORT SUBJECT	<i>Performance Indicator Review 2018-19</i>
REPORT OF	<i>Councillor Isobel Darby (CDC)</i>
RESPONSIBLE OFFICER	<i>Bob Smith, Chief Executive</i>
REPORT AUTHOR	<i>Ani Sultan (01494 586 800)</i>
WARD/S AFFECTED	<i>Report applies to whole district</i>

1. Purpose of Report

To provide an update on the outcomes of the Performance Indicator (PI) review for 2018/2019 and to seek approval for the proposed changes to reporting.

RECOMMENDATION

Cabinet is asked to approve the changes to the Performance Indicators for each service.

2. Executive Summary

Overview of performance indicators (PIs) for 2018/19:

Portfolio	Total PIs	Priority PIs	Corporate PIs	Data Only PIs
Leader	5	3	0	2
Healthy Communities	18	3	10	5
Planning and Economic development	22	3	15	4
Environment	5	1	4	0
Support services	6	0	6	0
Customer services	6	4	2	0
Total PIs	62	14	37	11

3. Reasons for Recommendations

- 3.1 Reviewing Performance Indicators allows each service to adjust targets, add in more relevant indicators and remove those indicators that do not provide valuable information.
- 3.2 This year, the internal consultation process has been extended to include all managers within service areas, plus other staff as appropriate, prior to sign-off from Heads of Service in order to ensure that the Performance Indicators adopted include measuring of all aspects of each service that provide meaningful information to Management Team, Members and Officers. This ensures that the process has been more robust than in previous years.
- 3.3 To reflect joint services, indicators are to be jointly reported where practical. Where this is not possible care has been taken to attempt to align indicators to ensure that data sets are similar between the two councils.

3.4 Performance Indicators are part of the Service Planning process, and serve as an important part of the Council's performance management framework as detailed in the Joint Business Plan 2016 – 2020 and link to the Councils' policy objectives.

3.5 The following appendices are attached to this report.

- **Appendix A:** CDC Priority PIs 2018-19
 - Provides proposals for reporting priority indicators during 2018/19 with future targets.
- **Appendix B:** CDC Corporate Indicators 2018-19
 - Provides proposals for reporting Corporate PIs during 2018/19 with future targets.
- **Appendix C:** CDC Data Only Indicators 2018-19
 - Provides proposals for reporting Data Only PIs during 2018/19.

4. Key points to note

4.1 Finance is an exception to this process as full reporting is included in the monthly budget packs for each Council so no further PIs were deemed necessary.

4.2 Service areas will measure and monitor any remaining PIs which are useful for day to day management of the service, reporting through to PAGs/Committees where appropriate. These are departmental PIs, which are not included in the appendices. If any of these PIs indicate potential problems, these will be highlighted to Management Team and where the impact is medium to high, to the portfolio holder.

4.3 If approved, for 2018/19 there will be 14 priority PIs, 37 additional corporate PIs and 11 data only PIs – a total of 62.

- **Leaders:** HR PIs have now become joint Chiltern and South Bucks PIs to reflect that the workforce is now under joint terms and conditions. No major changes within Communications, Policy and Performance.
- **Customer Services:** Slight increases have been made to CdRB3 and CdRB4 within the Revenues and Benefits indicators, with placeholders added within Customer Services to measure both complaints and compliments received once the Customer Experience Strategy is in place.
- **Healthy Communities:** CdCL1 (Customer satisfaction rating at the Chiltern leisure facilities) and CdCL3 (Total number of users at all leisure centres (by period) have been split into individual centres. JtLI3 - Percentage of customers satisfied with the licensing service received (annual) – has a reduced target of 80%, rather than the 89% of 2017/18 to reflect that not all those who are pleased with the service fill in a survey, and that many of the issues reported by those who complete the survey are outside of the service's control e.g. IT issues, legislation etc.
 - Departmental indicators have also been introduced to measure the impact of HS2 on the Healthy Communities team.
- **Planning and Economic Development:** Indicators within this Portfolio have been amended to reflect the priorities for the Exemplar Planning Service and Local Enforcement Plan.

- **Environment:** A new PI (CdWR4) has been added in to determine how many missed assisted collections are occurring each month and therefore the success of this service; additionally, SbSE1 - Cumulative CO2 reduction from local authority operations from base year of 2008/09 – has been added in to align with the existing CDC PI.

4.5 Indicators have been introduced to measure the impact of HS2 on the Healthy Communities team. These will be part of the Departmental PIs.

5. Consultation

Not Applicable

6. Options

Not applicable

7. Corporate Implications

7.1 **Financial** - Performance Management assists in identifying value for money.

7.2 **Legal** – None specific to this report.

7.3 **Crime and Disorder, Environmental Issues, ICT, Partnership, Procurement, Social Inclusion, Sustainability** – reports on aspects of performance in these areas.

Resources – The monitoring of progress against performance targets is a useful tool to help monitor the progress the Council is making to improve council aims, improve service delivery, and deliver value for money services for residents.

Financial – Performance Management assists in identifying value for money.

Legal –None identified.

Risks issues – None identified

8. Links to Council Policy Objectives

Performance management helps to ensure that performance targets set through the service planning process are met, and that any dips in performance are identified and resolved in a timely manner.

This report links to all three 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

9. Next Step

Cabinet are asked to note Appendixes A and B and approve the proposed changes to the priority and corporate performance indicators.

Background Papers:	
--------------------	--