

<b>SUBJECT:</b>	<i>PI Review 2017/18</i>
<b>REPORT OF:</b>	<i>Leader of the Council – Councillor Isobel Darby</i>
<b>RESPONSIBLE OFFICER</b>	<i>Chief Executive – Bob Smith</i>
<b>REPORT AUTHOR</b>	<i>Rachel Prance (01494 732903) Sarah Woods (01494 586 800)</i>
<b>WARD/S AFFECTED</b>	<i>All</i>

## 1. Purpose of Report

The purpose of this report is to provide an update on the outcomes of the Performance Indicator (PI) review for 2017/2018 and to seek approval for the proposed changes to reporting.

### RECOMMENDATION

**The policy and performance team met with each of the Heads of Service (HoS) and reviewed their PIs in detail to ascertain whether any changes were required to monitor performance. HoS recommendations are included in the appendices.**

**The following appendices are attached to this report.**

**Appendix A PI Review - Priority PIs 2017-18 - CDC - provides proposals for reporting priority indicators during 2017/18 with future targets.**

**Appendix B PI Review – Corporate Indicators 2017-18 - CDC- provides proposals for reporting Corporate PIs during 2017/18 with future targets.**

## 2. Reasons for Recommendations

Currently, 15 priority indicators are reported on a monthly basis, within the monthly budget pack.

The quarterly performance report includes 29 corporate indicators (formerly selected by MT and Cabinet), as well as the 15 priority indicators. A total of 44 performance indicators are reported quarterly.

Each service unit has been asked to identify 2 to 3 indicators which would be strong and meaningful measures of overall performance, avoiding duplication where they are regularly

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reported via PAG updates. An exception is Finance, as full reporting is included in the monthly budget packs for each Council so no further PIs were deemed necessary.

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.

If approved, for 2017/18 there will be 19 priority PIs and 31 additional corporate PIs – a total of 50.

Sustainable development has 10 new PIs. The government has introduced additional quantitative and qualitative targets for local planning authorities in terms of dealing with applications within the statutory time period (8/13 weeks or extension of time) and in terms of appeal performance. Previously these quantitative and qualitative targets related only to major applications and to major appeals, but in future they will also relate to non-major applications and non-major appeals as well. An authority which does not meet the targets could be designated as being in "special measures". Effective special measures designation is that applicants would have the potential to submit their applications direct to the planning Inspectorate (PINS) for determination rather than submit them to the local planning authority. The new PIs will potentially impact on workloads in 2 ways (A) the need for more monitoring of a greater number of performance indicators, and (B) the need to ensure that performance remains high in relation to these performance indicators.

Wastes PI figures are reported jointly with Wycombe District Council. There are numerous reasons why they do not report separately. Firstly, because it is a joint service, separate figures for Chiltern and Wycombe would not give an accurate view on the service as a whole, and any poor/good performance will never affect one district alone. Secondly, it would mean having to double up every aspect of reporting which would be very time consuming.

**3. Consultation**

*Not Applicable*

**4. Options**

*Not applicable*

**7. Corporate Implications**

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**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 any dips in performance are identified and resolved in a timely manner. This report links to all three of the Council’s objectives.

### **9. Next Step**

Cabinet are asked to note Appendix A and approve the proposed changes to the priority performance indicators.

Cabinet are asked to note Appendix B and approve the proposed changes to the corporate performance indicators.

<p><b>Background Papers:</b></p>	<p><b>Appendix A</b> PI Review - Priority PIs 2017-18 - CDC - provides proposals for reporting priority indicators during 2017/18 with future targets.</p> <p><b>Appendix B</b> PI Review – Corporate Indicators 2017-18 - CDC- provides proposals for reporting Corporate PIs during 2017/18 with future targets.</p>
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