

REPORT SUBJECT:	<i>South Bucks District Council Performance Report Q2 2017-18</i>
REPORT OF:	<i>Leader of the Council – Councillor Nick Naylor</i>
RESPONSIBLE OFFICER	<i>Chief Executive – Bob Smith</i>
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WARD(S) AFFECTED	<i>Report applies to whole district</i>

1. Purpose of Report

This report outlines the annual performance of Council services against pre-agreed performance indicators and service objectives for Quarter 2 of 2017-18.

RECOMMENDATION

Cabinet is asked to note the performance reports.

2. Executive Summary

Overview of **Quarter 2 2017-18** performance indicators (PIs) against targets across the Council:

Portfolio	No of PIs	PI on target □	PI slightly below target □	PI off target □	Unknown / Data only ?	Not reported this quarter/not used
Leader's	5	3	0	1	0	1
Customer and Business Support	11	7	1	1	1	1
Healthy communities	12	5	1	0	2	4
Planning and Economic development	18	16	0	0	2	0
Environment	2	2	0	0	0	0
Total PIs	48	33	2	2	5	6

3. Reasons for Recommendations

3.1. This report details factual performance against pre-agreed targets.

3.2. Management Team, Cabinet, Resources Overview & Services Overview Committees receive regular updates detailing progress towards service plan objectives, performance targets and strategic risks, in line with our Performance and Improvement Framework.

3.3. Two detailed performance tables accompany this report:

- **Appendix A – Priority PIs Quarter 2 2017-18**
- **Appendix B – Corporate PIs Quarter 2 2017-18**

4. Key points to note:

4.1. Of the 5 unknown PIs: two are provided for information only, falling within the Healthy Communities Portfolios (specifically community safety), and require information from third parties prior to updating; two PIs fall under the ; two PIs fall within the Planning and Economic Development Portfolio and have not be reported due to pressures with the Planning Shared Service and the need to pull the data manually, but will be restarted from Quarter 3, 2017-18 onwards; the last PI falls within the Customer and Business Support relating to FOIs and is always reported in arrears.

4.2. Of the two off-target PIs, one was a priority PI:

4.2.1. **Leaders:** The PI relating to long term sickness absence was over the target of 5, at 6.5. All long-term absence (comprised of 7 employees) is being managed by managers, with HR support and alongside occupational health. Additionally, the PI relating to working days lost to all sickness was slightly over the target of 10 at 10.99 and relates to 51 employees.

4.2.2. **Planning and Economic Development:** The priority PIs are on target for this portfolio, with performance above the target set – please see paragraph 4.1 above for explanation of PIs not reported.

4.2.3. **Customer and Business Support:** all PIs in this portfolio are above target, excepting the Corporate PI SbCS1, Number of complaints received (cumulative, quarterly), over the target of 40 (if pro-rated for the 6 months up to end of Q2). Additionally, JtLD1, client satisfaction with the shared service - satisfied or very satisfied, which is slightly under the target of 98% at 97%.

4.2.4. **Healthy Communities:** SbEH2, percentage of food premises that are broadly compliant is slightly under the target of 91% at 86%. This is due to being just a snapshot in time – over time, some businesses will improve whilst others may decline; the intention is always to improve business ratings. However, sometimes there are those businesses that either can't or won't improve and there is little we can do to improve the rating other than to take enforcement action. The figure also includes new businesses which have not had a previous intervention and so would not have benefitted from officer advice or guidance. This is being addressed as part of service improvement. The rest of the portfolio is on-target.

4.2.5. **Environment:** All PIs are on-target for this portfolio.

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.

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

Once approved, this report and appendices will be published on the website.

Background Papers:	N/A
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