

REPORT SUBJECT:	<i>South Bucks District Council Performance Report Q1 2018-19</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 1 of 2018-19.

RECOMMENDATION

Cabinet is asked to note the performance reports.

2. Executive Summary

Overview of **Quarter 1 2019-19** performance indicators (PIs) against targets across the Council:

Portfolio	No of PIs	PI on target □	PI slightly below target □	PI off target □	Not reported this quarter/ not used	Awaiting data
Leader's	3	3	0	0	0	0
Resources	4	4	0	0	0	0
Healthy communities	10	5	0	1	4	0
Planning & Economic development	15	10	0	0	5	0
Environment	4	2	0	1	1	0
Customer & Business Support	9	5	1	0	3	0
Total PIs	45	29	1	2	13	0

3. Reasons for Recommendations

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

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

3.3. Three detailed performance tables accompany this report:

- **Appendix A – Priority PIs Quarter 1 2018-19**
- **Appendix B – Corporate PIs Quarter 1 2018-19**
- **Appendix C – Data Only PIs Quarter 1 2018-19**

4. Key points to note:

4.1. All PIs data has been received.

4.2. All priority PIs are on target.

4.2.1. **Leaders:** All Priority and Corporate PIs within the Leader's portfolio are on target.

4.2.2. **Resources:** All PIs for this portfolio are on target.

4.2.3. **Healthy Communities:** SbEH1 - Percentage of food hygiene inspections of category A – D food businesses achieved against the inspections due by quarter – was under target of 91%, at 80.4%. During quarter 1, officers have had to undertake significant enforcement for poor standards of hygiene at a number of premises. One case was successfully heard by the Magistrates' Court, with fine and costs awarded in excess of £2,000. Further cases are pending. Due to time spent on these cases, resources have been depleted within day-to-day work.

4.2.4. **Planning & Economic Development:** The PIs are on target for this portfolio, with performance above the target set.

4.2.5. **Environment:** Percentage of household waste sent for reuse, recycling and composting is above target of 53%, at 58%. SbWR1 – household refuse collections, number of containers missed – is over target of 100 at 135: the increase in temperature has led to the crews working more slowly, meaning that rounds have been taking longer. Crew holidays, and the use of agency staff has further contributed to this.

4.2.6. **Customer & Business Support:** all PIs in this portfolio are above target, excepting the Corporate PI JtBS2, percentage of calls to ICT helpdesk resolves within agreed timescales (by period), which is slightly under the target of 95% at 93.5% (improved from previous quarters), due to resources being pulled from the team to cope with vworkspace rollout.

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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