

REPORT SUBJECT:	<i>South Bucks District Council Performance Report Q2 2018-19</i>
RELEVANT MEMBER:	<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 2018-19.

RECOMMENDATION

Cabinet is asked to note the performance reports.

2. Executive Summary

Overview of **Quarter 2 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	4	0	2	4	0
Planning & Economic development	15	12	2	0	1	0
Environment	4	2	1	0	1	0
Customer & Business Support	9	4	2	0	3	0
Total PIs	45	29	5	2	9	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 2 2018-19**
- **Appendix B – Corporate PIs Quarter 2 2018-19**
- **Appendix C – Data Only PIs Quarter 2 2018-19**

4. Key points to note:

4.1. All PI data has been received.

4.2. All priority PIs are on target.

4.2.1. **Leaders:** All 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 83.5% (up from quarter one at 80.4%). The team had a member of staff leave at the end of February, meaning another staff member had to be re-deployed away from food inspections to undertake nuisance work. This continued until the post was recruited to in July. An agency contractor also left, meaning that officer time was diverted away from food inspection work. SbHS3 – Average length of stay in B&B temporary accommodation for all households – was above target of 22 at 28 weeks. The overall average was pushed upwards by one lengthy stay where the applicants had been subject to several reviews and legal appeal claims. Without this one case, the average would have been 22 weeks.

4.2.4. **Planning & Economic Development:** SbPED9 is on target for the current month, but due to previous months' targets being missed, the cumulative total is slightly under target of 90% at 88.9%. JtBC1 – Applications checked within 10 working days is slightly under the 92% target at 86%, due to the team being one person down and this coinciding with annual leave.

4.2.5. **Environment:** Percentage of household waste sent for reuse, recycling and composting is above target of 53%, at 55%. SbWR1 Number of household collections missed per month – is back under target of 100 at 92. The number of missed assisted collections is one over the target of 35, at 36. Recognising that these are vulnerable residents, the team are working closely with Biffa to bring this figure down.

4.2.6. **Customer & Business Support:** JtBS1 is under target of 99.5% as there have been problems with the vWorkspace desktop environment during September, causing some downtime. There was also a major outage of the uniform system following and upgrade performed by the supplier. These issues have had an impact on the result of this PI. JtBS2, percentage of calls to ICT helpdesk resolves within agreed timescales (by period), is slightly under the target of 95% at 88.2%, due to staff changes and members of the infrastructure team dealing with transformational projects, therefore fewer of the team have been available to deal with calls logged.

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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