

<b>SUBJECT:</b>	<i>South Bucks District Council Performance Report Q3 2016-17</i>
<b>REPORT OF:</b>	<i>Leader of the Council – Councillor Ralph Bagge</i>
<b>RESPONSIBLE OFFICER</b>	<i>Chief Executive – Bob Smith</i>
<b>REPORT AUTHOR</b>	<i>Rachel Prance (01494 732903)</i>
<b>WARD/S AFFECTED</b>	<i>Report applies to whole district</i>

## 1. Purpose of Report

The purpose of this report is to outline the performance of Council services against performance indicators and service objectives during Q3 October-December 2016-17.

### RECOMMENDATION

**Cabinet is asked to note the performance reports.**

## 2. Executive Summary

Overview of performance indicators (PIs) against targets across the Council:

Portfolio	No of PIs	PI on target □	PI slightly below target □	PI off target □	Unkn own/ Data only
Leader's	5	2	1	1	1
Resources	11	7	2	1	1
Healthy communities	13	2	0	4	7
Deputy Leader/ Sustainable development	11	10	0	0	1
Environment	2	2	0	0	0
Total PIs	<b>42</b>	<b>23</b>	<b>3</b>	<b>6</b>	<b>10</b>

## 3. Reasons for Recommendations

3.1 This reports factual performance against pre-agreed targets. Management Team, Cabinet and Overview & Scrutiny Committee receive regular updates detailing our progress towards service plan objectives, performance targets and strategic risks, in line with our Performance and Improvement Framework.

3.2 Two detailed performance tables accompany this report:

- **Appendix A – Priority indicators Q3 2016-17**
- **Appendix B – Quarterly corporate performance indicators Q3 2016-17**

## 4. Key points to note this quarter:

- 4.1 Of the ten unknown PIs, three are provided for information only and seven are not reported this quarter.
- 4.2 Of the six off-target PIs, three are priority PIs. Please refer to the appendices for full details.
- 4.3 **Leader's:** working days lost due to long term sickness absence was off target. This relates to 8 cases since April, however, 6 have now returned to work.
- 4.4 **Healthy communities:** four of the off-target PIs relate to housing, please refer to the appendices to view individual reasons. These are linked to the national increase in demand for temporary accommodation and lack of affordable housing.
- 4.5 **Resources:** Percentage of calls to ICT helpdesk resolved within agreed timescales was off target. This was due to the new shared service starting with 4 vacant posts and 3 members of staff off on long term sickness. During this period, the project saw the councils 2 networks converge into one, as well as delivering on projects of strategic importance. This unique situation will not reoccur.

**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 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.

<b>Background Papers:</b>	N/A
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