

REPORT SUBJECT:	<i>South Bucks District Council Annual Performance Report 2016-17</i>
REPORT OF:	<i>Leader of the Council – Councillor Ralph Bagge</i>
RESPONSIBLE OFFICER	<i>Chief Executive – Bob Smith</i>
REPORT AUTHOR	<i>Rachel Prance (01494 732 903), Ani Sultan (01494 586 800)</i>
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 2016/17.

RECOMMENDATION

Cabinet is asked to note the performance reports and review the annual report, which is provided in an infographic format (Appendix C).

2. Executive Summary

Overview of **annual 2016/17** 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
Leader's	5	2	1	1	1
Resources	11	8	0	2	1
Healthy communities	13	4	2	5	2
Sustainable development	11	6	0	1	4
Environment	2	2	0	0	0
Total PIs	42	22	3	9	8

3. Reasons for Recommendations

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

3.2. Two detailed performance tables accompany this report:

- **Appendix A – Priority PIs 2016-17**
- **Appendix B – End of Year Report 2016-17**

4. Key points to note:

4.1. Of the 8 unknown PIs: three are provided for information only (two of these, both within the Community, Health and Housing Portfolio, are yet to be reported as data is required from third parties); three further PIs are to be updated once figures have been received from third parties; two PIs are no longer in use.

4.2. Of the nine off-target annual PIs, three were priority PIs.

4.2.1. **Leaders:** the PI relating to the working days lost due to long-term sickness absence was over the target of 3, at an actual of 7. All long-term absence is being managed by Personnel, alongside occupational health.

4.2.1. **Resources:** Percentage of calls to ICT helpdesk resolved within agreed timescales was off target. In the main this was due to the Business Support Service being 30% under capacity, whilst officers also undertook project work, primarily regarding the single network project, with the situation now having been largely resolved. Additionally, the number of complaints received was above target, with the majority of complaints being registered to Planning/ Enforcement.

4.2.2. **Healthy Communities:** four of the five off-target PIs relate to Housing, and continue to be in-line with the national increase in demand for temporary accommodation. The fifth off-target PI is in relation to the satisfaction with the Licensing service – Officers are keen to impress that there has not been a failure to provide a good standard within the service, but that a small number of unsatisfied customers has had a significant impact on overall satisfaction scores.

4.3. **Sustainable Development:** The priority PIs are on target for this portfolio, with performance above the target set.

4.4. **Environment:** Both PIs are on target within the Environment 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
---------------------------	-----