

REPORT SUBJECT:	<i>South Bucks District Council Performance Report Quarter 1 2019-20</i>
REPORT OF:	<i>Leader of the Council – Councillor Nick Naylor</i>
RESPONSIBLE OFFICER	<i>Director of Resources – Jim Burness</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 2019-20.

RECOMMENDATION

Cabinet is asked to note the performance reports.

2. Executive Summary

Overview of Quarter 1 of 2019-20 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	Data Only
Leader's	3	3	0	0	0	0	0
Resources	4	2	2	0	0	0	0
Healthy communities	18	6	0	1	3	0	8
Planning & Economic development	18	13	0	0	1	0	4
Environment	4	3	0	0	1	0	0
Customer & Business Support	9	5	0	0	3	1	0
Total PIs	56	32	2	1	8	1	12

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. Two detailed performance tables accompany this report:

- **Appendix A – Priority** Quarter 1 of 2019-20
- **Appendix B – Corporate PIs** Quarter 1 of 2019-20

4. Key points to note:

- 4.1. There is one Customer & Business Support PI marked as awaiting data – number of complaints received cumulatively – as this has been moved over from the Leader's Portfolio, and the data is being compiled.
- 4.2. All priority PIs are on target, excepting SbrB1 and SbrB2 (Speed of Processing – new HB/CTB claims and Speed of Processing – changes of circumstances for HB/CTB claims), which are further explained in 4.2.2.
 - 4.2.1. **Leaders:** All PIs within the Leader's portfolio are on target.
 - 4.2.2. **Resources:** SbrB1 and SbrB2 (Speed of Processing – new HB/CTB claims and Speed of Processing – changes of circumstances for HB/CTB claims), May performance was affected by an increase in the number of changes received as a result of annual bills being issued, which has so far affected performance due to these being cumulative indicators. Performance is slightly below target and due to be back on target shortly.
 - 4.2.3. **Healthy Communities:** Although under the quarterly target of 12.5% at 5.3%, this is a cumulative indicator that should reach its target at the end of 19/20.
 - 4.2.4. **Planning & Economic Development:** All PIs for this portfolio are on target.
 - 4.2.5. **Environment:** All PIs for this portfolio are on target.
 - 4.2.6. **Customer & Business Support:** All PIs are on target, which is a marked improvement on the previous quarters.

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.