

<b>REPORT SUBJECT:</b>	<i>South Bucks District Council Performance Report Quarter 2 2019-20</i>
<b>REPORT OF:</b>	<i>Leader of the Council – Councillor Nick Naylor</i>
<b>RESPONSIBLE OFFICER</b>	<i>Director of Resources – Jim Burness</i>
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<b>WARD(S) AFFECTED</b>	<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 2019-20.

### RECOMMENDATION

Cabinet is asked to note the performance reports.

### 2. Executive Summary

Overview of Quarter 2 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
<b>Leader's</b>	3	3	0	0	0	0	0
<b>Resources</b>	4	4	0	0	0	0	0
<b>Healthy communities</b>	18	6	0	1	3	0	8
<b>Planning &amp; Economic development</b>	18	12	1	0	1	0	4
<b>Environment</b>	4	3	0	0	1	0	0
<b>Customer &amp; Business Support</b>	9	3	2	1	2	0	1
<b>Total PIs</b>	<b>56</b>	<b>31</b>	<b>3</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>12</b>

### 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 PIs** Quarter 2 of 2019-20
- **Appendix B – Corporate PIs** Quarter 2 of 2019-20

#### 4. Key points to note:

4.1. There are no PIs marked as awaiting data.

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 are on target.

4.2.3. **Healthy Communities:** SbEH2 (Percentage of food premises improving their Food Hygiene rating from 0-2 to 3 or above) is under the target of 25% at 12.5%. There are a multitude of external factors that affect this PI. As a re-inspection is not mandatory, the cost, lack of time, and the fact that some premises attract customers despite their rating, means they often will not reapply for inspection. It is important to note that the Environmental Health team do revisit to ensure compliance so there is no public safety risk.

4.2.4. **Planning & Economic Development:** JtBC1 (Applications checked within 10 working days) is just under the target of 95% at 93.5%. This is due to changes in the team, which means that staff training needs to be undertaken.

4.2.5. **Environment:** All PIs for this portfolio are on target.

4.2.6. **Customer & Business Support:** SbBS3 is under target of 90% at 79.3% for August as business as usual is currently under strain. Both JtBS1 and JtBS2 are slightly under target – this is due to issues with the network storage causing systems to be unavailable for all users, and the secondment of infrastructure staff to both unitary and Windows 10, as well as staff turnover having an effect on the PIs.

#### 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.

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