

REPORT SUBJECT:	<i>South Bucks District Council Performance Report Q3 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 3 of 2018-19.

RECOMMENDATION

Cabinet is asked to note the performance reports.

2. Executive Summary

Overview of **Quarter 3 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	5	0	0	4	1
Planning & Economic development	15	14	0	0	1	0
Environment	4	3	0	0	1	0
Customer & Business Support	9	4	2	0	3	0
Total PIs	45	34	2	0	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 3 2018-19**
- **Appendix B – Corporate PIs Quarter 3 2018-19**
- **Appendix C – Data Only PIs Quarter 3 2018-19**

4. Key points to note:

4.1. There is one PI marked as awaiting data within the Healthy Communities portfolio.

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:** CdEH1 - Percentage of food hygiene inspections of category A – D food businesses achieved against the inspections due by quarter – is back above target of 91% at 97% further to recruitment to vacant positions.

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:** JtBS1 availability of ICT systems to staff from 8am to 6pm is under target of 99.5% at 94.5% as there have been issues with the vWorkspace desktop environment during this quarter causing some downtime. An upgrade to the infrastructure took place in December which should see this PI improve. JtBS2, percentage of calls to ICT helpdesk resolved within agreed timescales (by period), is slightly under the target of 95% at 91.5% as Members of the Infrastructure Team have been dealing with transformational projects, meaning fewer members of the team are dealing with calls logged. They are also one officer short so the team is not fully staffed at present.

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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