



WYCOMBE
DISTRICT COUNCIL

Report For:	Audit Committee
Meeting Date:	Audit 10 October 2019
Part:	Part 1 - Open
If Part 2, reason:	N/A

SUMMARY

Title of Report:	2019/20 Quarter 2 Performance Report
Officer Contact: Direct Dial: Email:	Harriet Baldwin, Performance and Improvement Officer 01494 421 888 Harriet.baldwin@wycombe.gov.uk
Ward(s) affected:	All
Reason for the Decision:	<p>That the Audit Committee should review performance to ensure that the Council is performing at the appropriate level</p> <p>Corporate business planning and monitoring contributes to the discharge of the Council's functions as authorised by Section 111 of the Local Government Act 1972.</p>

<p>Proposed Decision:</p>	<p>That:</p> <p>The Audit Committee note the 2019/20 Quarter 2 Key Performance Measures report.</p>
<p>Sustainable Community Strategy/Council Priorities - Implications</p>	<p>Performance measures provide information with regard to the achievement of key objectives and support the Council's priorities as set out in the Corporate Plan</p> <p>Risk is assessed alongside performance management measures but reported separately</p> <p>Equalities issues are considered by each service area in the planning and delivery of their services</p> <p>Health & Safety: N/A</p>
<p>Monitoring Officer/ S.151 Officer Comments</p>	<p>Monitoring Officer: Under Section 111 of the Local Government Act 1972, a local authority shall have power to do anything (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental to, the discharge of any of their functions. Corporate business planning and monitoring contributes to the discharge of the Council's functions and is authorised by Section 111.</p> <p>S.151 Officer: No direct financial implications</p>
<p>Consultees:</p>	<p>N/A</p>
<p>Options:</p>	<p>N/A</p>
<p>Next Steps:</p>	<p>This report will be published on the WDC website. The next Performance Report for Quarter 3 19/20 will be brought to the next Audit Committee meeting.</p>
<p>Background Papers:</p>	<p>N/A</p>

Abbreviations:

MHCLG: Ministry of Housing, Communities & Local Government
CSC: Customer Service Centre

Appendices to this report are as follows:

Appendix 1: 26 Key Performance Measures: 2019/20 Quarter 2

1. Detailed Report

Background

Regular monitoring of performance enables areas of underperformance to be identified and rectified in “real time”.

The quality of the data is monitored regularly to ensure that it is fit for purpose for decision making and complies with the characteristics of good data quality as set out by the Audit Commission and embedded within the Council’s performance management framework and data quality policy.

Corporate Key Performance Measures (KPMs)

These measures cover all performance from all service areas as set out in Service Plans 2019/20. This list builds on the KPMs reported regularly over past years with a couple of additions, including website visitors, page views and sessions and some additional measures around waste and customer service. These KPMs are produced by the Services for management information and provided to the Performance team. Results against all of the 26 measures are set out in the report.

Performance against targets is measured as follows:

Green: target achieved or exceeded

Amber: Performance within 5% of the target (percentage difference)

Red: More than 5% away from the target

Commentary on the individual KPMs is set out in the latest note column of the report. The trend chart shows graphically performance over the past year.

This report sets out KPMs by service area but we are also monitoring the KPMs against corporate priorities as set out below. Full details are in Appendix 1, together with commentary and explanation of performance against target.

People priority

Number of households in temporary accommodation	Monitor only
Total number of approaches made to the housing team	Monitor only

Place priority

% of household waste reused, recycled and composted	Amber
% of household waste recycled	Red
Tonnes of household waste recycled	Red
% household waste composted	Green

Tonnes of household waste composted	Green
% of programmed food premises interventions carried out	Green
Major Planning applications: decision in 13 weeks	Green
Non Major Planning Applications: decision in 8 weeks	Green
Other planning applications: decision in 8 weeks	Green

Prosperity priority

Collection of Council Tax	Amber (-0.1%)
Collection of Business Rates	Green
Speed of processing new claims (Housing Benefit)	Green
Speed of processing changes (Housing Benefit)	Green
Score on the Local Authority Building Control Performance	Green

Progress priority

Website users	Green
Website sessions	Amber (-0.05%)
Complaints replied to within the agreed timescales	Red
% of Land Charge searches in 10 working days	Green
Calls resolved at first point of contact	Green
Call centre abandoned calls	Green
% Calls answered in 20 seconds	Amber
Staff sickness absence	Red

A further set of Key Performance Measures are collected and monitored by the services and reported to SMB as management information.

Work is progressing to bring together the KPMs from the Districts and the County Council and this will feed into the development of a performance framework for 2020/21 for the new Buckinghamshire Council.