



Audit Committee

Date: 9 January 2020
Time: 7.00 pm
Venue: Committee Room 1
District Council Offices, Queen Victoria Road, High Wycombe Bucks

Membership

Chairman: Councillor M Appleyard
Vice Chairman: Councillor R Scott

Councillors: G Hall, M Hanif, Ms C Oliver, N Teesdale and R Wilson

Standing Deputies

Councillors D Shakespeare OBE, K Ahmed, Miss S Brown and R Gaffney

Agenda

Item		Page
1	APOLOGIES FOR ABSENCE To receive any apologies for absence.	
2	MINUTES To confirm the minutes of the meeting held on 17 October 2019	
3	DECLARATIONS OF INTEREST To receive any disclosure of disclosable pecuniary interests by Members relating to items on the agenda. If any Member is uncertain as to whether an interest should be disclosed, he or she is asked if possible to contact the District Solicitor prior to the meeting. Members are reminded that if they are declaring an interest, they should state the nature of that interest whether or not they are required to withdraw from the meeting.	
4	PERFORMANCE REPORT QUARTER 2	1 - 12
5	HEALTH AND SAFETY UPDATE REPORT (To Follow)	
6	CERTIFICATION OF GRANTS AND CLAIMS (To follow)	
7	BUSINESS ASSURANCE HALF YEARLY REPORT (To follow)	

Item		Page
8	STRATEGIC RISK REGISTER (To follow)	
9	EXTERNAL AUDIT PLAN (Verbal Report)	
10	AUDIT COMMITTEE WORK PROGRAMME	13
11	SUPPLEMENTARY ITEMS (IF ANY) If circulated in accordance with the five clear days' notice provision.	
12	URGENT ITEMS (IF ANY) Any urgent items of business as agreed by the Chairman.	

**For further information, please contact Iram Malik on 01494 421204,
committeeservices@wycombe.gov.uk**



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.

Key Performance Measures: Q2 2019/20 Corporate KPMs

Generated on: 09 December 2019




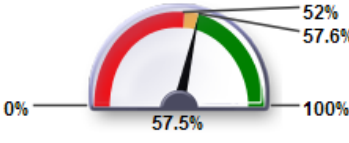
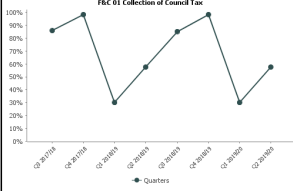

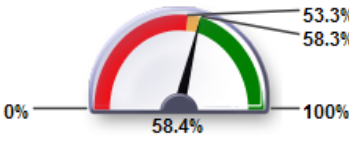
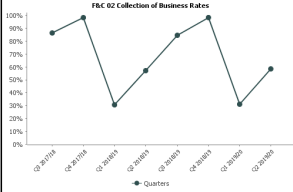

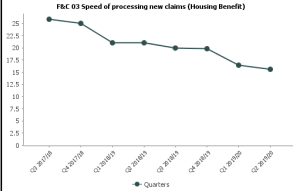

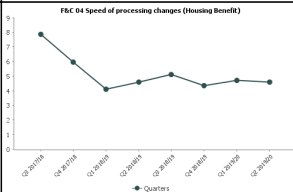
Responsible OUs Democratic, Legal and Policy Services

Code & Short Name	Aim to	Q2 2019/20		Status	Gauge	Trend Chart	Responsible OUs	Latest Note
		Value	Target					
DLP 07 Website users	Aim to Maximise	355,085	295,000		<p>Q2 2019/20 result</p>		Democratic, Legal and Policy Services	The number of website users is well above the target. However this is the first year that web use has been monitored and so it is difficult to draw definite conclusions.
DLP 08 Website sessions	Aim to Maximise	674,645	675,000		<p>Q2 2019/20 result</p>		Democratic, Legal and Policy Services	This measure only missed target by 0.05%
DLP 10 Complaints replied to within the agreed timescales	Aim to Maximise	86%	95%		<p>Q2 2019/20 result</p>		Democratic, Legal and Policy Services	The increased volume of complaints, mainly around waste services, has made it difficult to meet the targets set. Procedures are being put in place to try to streamline systems.
DLP 14 % of Land Charge searches carried out within 10 working days	Aim to Maximise	100%	95%		<p>Q2 2019/20 result</p>		Democratic, Legal and Policy Services	


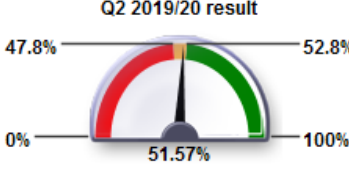
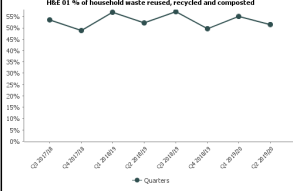

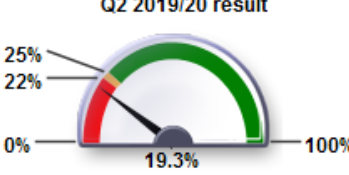
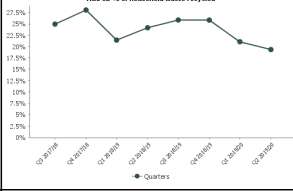



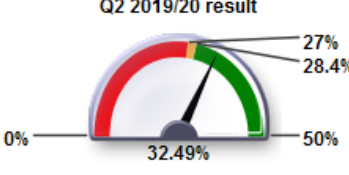
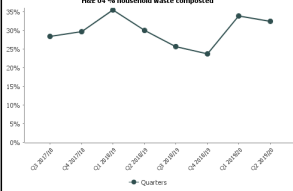

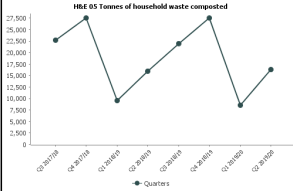
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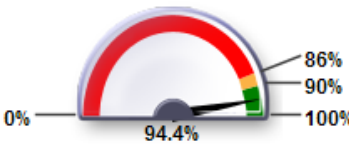
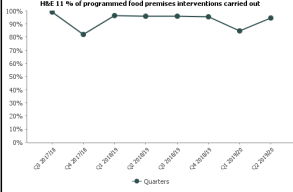

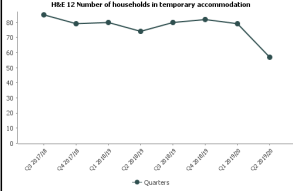

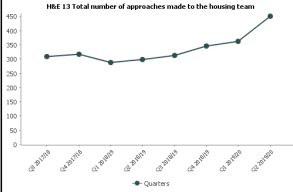
Agenda Item 4

Responsible OUs Finance and Commercial Services

Code & Short Name	Aim to	Q2 2019/20		Status	Gauge	Trend Chart	Responsible OUs	Latest Note
		Value	Target					
F&C 01 Collection of Council Tax	Aim to Maximise	57.5%	57.6%		<p>Q2 2019/20 result</p> 		Finance and Commercial Services	This is an annual target with results reported quarterly, cumulatively. For Q2 2019/20 the target was only missed by 0.1% and it is anticipated that the full year target will be achieved.
F&C 02 Collection of Business Rates	Aim to Maximise	58.4%	58.3%		<p>Q2 2019/20 result</p> 		Finance and Commercial Services	This is an annual target with results reported quarterly, cumulatively
F&C 03 Speed of processing new claims (Housing Benefit)	Aim to Minimise	15.6	22				Finance and Commercial Services	
F&C 04 Speed of processing changes (Housing Benefit)	Aim to Minimise	4.6	7				Finance and Commercial Services	


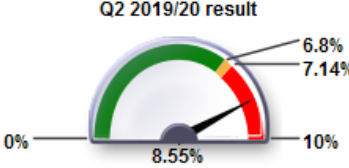
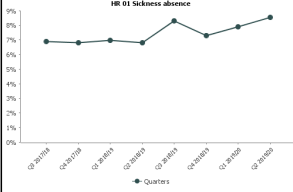
Responsible OUs Housing, Environment and Community

Code & Short Name	Aim to	Q2 2019/20		Status	Gauge	Trend Chart	Responsible OUs	Latest Note
		Value	Target					
H&E 01 % of household waste reused, recycled and composted	Aim to Maximise	51.57%	52.8%		<p>Q2 2019/20 result</p> 		Housing, Environment and Community	This is the overall result for Q2 for household waste re-used, recycled and composted. While the percentage of household waste composted is well above target, the percentage of paper and card recycling is lower than the target for this quarter. These are annual targets, monitored quarterly.
H&E 02 % of household waste recycled	Aim to Maximise	19.3%	25.2%		<p>Q2 2019/20 result</p> 		Housing, Environment and Community	See note above
H&E 03 Tonnes of household waste recycled	Aim to Maximise	9,860.23	11,779				Housing, Environment and Community	See note above
H&E 04 % household waste composted	Aim to Maximise	32.49%	28.4%		<p>Q2 2019/20 result</p> 		Housing, Environment and Community	See note above
H&E 05 Tonnes of household waste composted	Aim to Maximise	16,283.51	13,762.5				Housing, Environment and Community	See note above

Code & Short Name	Aim to	Q2 2019/20		Status	Gauge	Trend Chart	Responsible OUs	Latest Note
		Value	Target					
H&E 11 % of programmed food premises interventions carried out	Aim to Maximise	94.4%	90%		<p>Q2 2019/20 result</p> 		Housing, Environment and Community	
H&E 12 Number of households in temporary accommodation	Aim to Minimise	57			<p>Q2 2019/20 result</p> <p>57</p>		Housing, Environment and Community	
H&E 13 Total number of approaches made to the housing team	Aim to Maximise	451			<p>Q2 2019/20 result</p> <p>451</p>		Housing, Environment and Community	

Responsible OUs HR, ICT & Facilities Management

Code & Short Name	Aim to	Q2 2019/20		Status	Gauge	Trend Chart	Responsible OUs	Latest Note
		Value	Target					
CSC 02 Calls resolved at first point of contact	Aim to Maximise	95.1%	85%	✔	<p>Q2 2019/20 result</p>		HR, ICT & Facilities Management	
CSC 03 Abandoned calls	Aim to Minimise	4.9%	5%	✔	<p>Q2 2019/20 result</p>		HR, ICT & Facilities Management	
CSC 04 % Calls answered in 20 seconds	Aim to Maximise	67.7%	70%	⚠	<p>Q2 2019/20 result</p>		HR, ICT & Facilities Management	<p>September proved to be a challenging month from a call handling perspective. Call volume in September was 15.4% above forecast, however, an element of that will have been down to repeat contact due to abandoned calls. Performance was most highly impacted during the first week of September where a period of higher than forecast short term sporadic sickness absence was experienced. The level of absence experienced, combined with higher than forecast calls made achieving service level a challenge during this period. Performance improved greatly through the final three weeks of the month but it was not enough to recover our position.</p>






Code & Short Name	Aim to	Q2 2019/20		Status	Gauge	Trend Chart	Responsible OUs	Latest Note
		Value	Target					
HR 01 Sickness absence	Aim to Minimise	8.55%	6.8%		 <p>Q2 2019/20 result</p> <p>0% — 8.55% — 6.8% — 7.14% — 10%</p>	 <p>HR 01 Sickness absence</p> <p>9% 8% 7% 6% 5% 4% 3% 2% 1% 0%</p> <p>Q2 2019/20 Q2 2018/19 Q2 2017/18 Q2 2016/17 Q2 2015/16 Q2 2014/15 Q2 2013/14</p> <p>◆ Quarters</p>	HR, ICT & Facilities Management	The figure is higher than the target due to the impact of two particularly long absences.

Responsible OUs Planning and Sustainability Services

Code & Short Name	Aim to	Q2 2019/20		Status	Gauge	Trend Chart	Responsible OUs	Latest Note
		Value	Target					
P&S 01 Major Planning applications: determined in 13 weeks	Aim to Maximise	77%	60%	✓	<p>Q2 2019/20 result</p>		Planning and Sustainability Services	
P&S 02 Minor Planning Applications: determined in 8 weeks	Aim to Maximise	77%	65%	✓	<p>Q2 2019/20 result</p>		Planning and Sustainability Services	
P&S 03 Other Planning Applications: determined in 8 weeks	Aim to Maximise	88%	80%	✓	<p>Q2 2019/20 result</p>		Planning and Sustainability Services	
P&S 10 Building control work carried out in house	Aim to Maximise	80.5%	80%	✓	<p>Q2 2019/20 result</p>		Planning and Sustainability Services	
P&S 11 Score on Local Authority Building Control Performance Matrix	Aim to Maximise	81%	79%	✓	<p>Q2 2019/20 result</p>		Planning and Sustainability Services	

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Long Term Trends		Short Term Trends	
	Improving		Improving
	No Change		No Change
	Getting Worse		Getting Worse

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Agenda Item 10

DRAFT AUDIT COMMITTEE WORK PROGRAMME

FUTURE MEETING (S)

Title & Subject Matter	Contact Officer	
December 2019		
Quarter 3 Performance Report	Harriet Baldwin	