

REPORT TO:	HOUSING & COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 10
DATE OF MEETING:	12 MARCH 2015	CATEGORY: DELEGATED
REPORT FROM:	DIRECTOR OF HOUSING & ENVIRONMENTAL SERVICES / DIRECTOR OF COMMUNITY & PLANNING	OPEN
MEMBERS' CONTACT POINT:	MIKE HAYNES (EXT. 5775) STUART BATCHELOR (EXT 5820)	DOC:
SUBJECT:	CORPORATE PLAN 2009-15: PERFORMANCE MANAGEMENT REPORT (1 OCTOBER - 31 DECEMBER 2014)	
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS

1.0 Recommendations

- 1.1 That progress against performance targets is considered and approved.

2.0 Purpose of Report

- 2.1 To report details of progress during the period 1 October to 31 December 2014, in relation to the Council's Corporate Plan 2009 –2015. These are relevant to this Committee under the 'Safe & Secure' and 'Lifestyle Choices' themes.

3.0 Detail

- 3.1 This Committee is responsible for overseeing the delivery of the following outcomes:

Safe & Secure

- *Delivering a range of housing provision and services that address community requirements*
- *Safer communities*

Lifestyle Choices

- *Delivering community based recreational and cultural activities that promote a healthier lifestyle*
- *Helping the community reduce its 'environmental footprint'*

- 3.2 Details are provided in the following appendices:

- ☒ Appendix A - Progress against key projects.
- ☒ Appendix B - Progress against performance measures.
- ☒ Appendix C – Managing risks

- 3.3 The headline performance results for the third quarter (October – December 2014) is that all key projects and performance measures have been achieved, except for a project and two measures, within the ‘*Safe and Secure*’ theme. These are listed below:

Project

- *SP 01 - Facilitate new affordable housing for people unable to access the housing market.* The completion of the Supplementary Planning Document Guidance has been deferred pending the outcome of the Local Plan

Measures

- *SM 06 Average length of stay (in weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation* (target 3 weeks). The performance for the quarter stands at 4.5 weeks. Since October, we have been unable to accommodate an applicant with particular housing needs. Currently we are looking at other options, such as private accommodation or direct letting to meet their housing requirements.
- *SM 17 –Proportion of environmental disputes improved based on customer feedback.* (Target <75%) Performance for the quarter stands at 73%. Customer feedback is reviewed and used to inform adjustments to the regulatory process.

4.0 Financial Implications

- 4.1 None directly

5.0 Corporate Implications

- 5.1 None directly

6.0 Community Implications

- 6.1 The Council aspires to be an “excellent” Council in order to deliver the service expectations to local communities. This report demonstrates how priorities under the ‘*Sustainable Growth & Opportunity*’ themes contribute to that aspiration.