

Appendix A – Performance Board

Quarter 1 (April 1 to June 30 2016)

People Measures						
Action	Measure	Q1 target	Q1 actual	2016/17 target	Last quarter	Detail
PE1: Enable people to live independently						
Provide an efficient and well-targeted adaptation service	% of adapted properties allocated on a needs basis PE1.1	>90%	88.24%	>90%	N/A	See Action Plan. H&CS
	% of residents very or fairly satisfied with the quality of their new home PE1.2	>88%	90%	>88%	N/A	67 surveys returned. 43 from re-let properties and 24 from new builds. H&CS
PE2: Protect and help support the most vulnerable, including those affected by financial challenges						
Maintain regular contact with tenants, with a focus on those identified as 'vulnerable'	Total number of tenancy audits completed PE2.1	250	298	1,000	N/A	The tenancy audit visits have identified that 203 tenants are deemed to be 'low risk', 78 are 'medium risk', 6 are 'high risk' and 11 are at 'acute risk'. Action plans are completed for all medium, high and acute risk tenants and referrals are made to the relevant support agencies. H&CS

	Number of successful introductory tenancies PE2.2	>85%	98%	>85%	N/A	50 tenancy visits due to be carried out during Q1, 49 successfully completed and transferred to secure tenancies. One tenancy was terminated during Q1 due to arrears/ASB. H&CS
Process benefit claims efficiently	Average time for processing new Benefit claims PE2.3	<18 Days	33 days	<18 days	N/A	See Action Plan. F&M
	Average time for processing notifications of changes in circumstances PE2.4	<8 Days	7.8 Days	<8 Days	N/A	Although new claims were over target, the automation of changes notified to the Council continues to help performance in this area. F&M
PE4: Increase levels of participation in sport, health, environmental and physical activities						
Delivery of sport, health and physical and environmental activity opportunities	Number of sport, health, physical activity and play scheme participations PE4.1	5,450	10,445	27,400	N/A	Target numbers were initially reduced for 2016/17 due to externally funded projects coming to an end. However, with delivery partners continuing with provision and the successful introduction of parkrun, increased participation has been achieved. H&CS

	Number of Environmental Education participations PE4.2	1,250	4,103	5,250	N/A	The Waste less, Save more project has added more than 1,400 participations to the totals for this quarter. H&CS
	Number of Parklife opportunities PE4.3	100	780	500	N/A	A wide variety of activities have been delivered on the parks including wildlife surveys, the Queen's 90th birthday beacon lighting, Newhall Park activity day, the weekly senior tennis group and the outdoor table tennis launch. H&CS
PE5: Reduce the amount of waste sent to landfill						
Minimise waste sent to landfill	Household waste collected per head of population PE5.1	<125 kgs	120kgs	<510 kgs	N/A	We need to average less than 127.5kgs per quarter to achieve annual target. E&DS
	% of all collected waste recycled and composted PE5.2	>55%	52.9%	>50%	N/A	Above target but slightly low for the first quarter. Stickers urging people to think before throwing away food are to be applied to wheelie bins at 18,000 homes in Q2 as part of Waste less, Save more. E&DS

People Projects

Action	Q1 target	Q1 actual	2016/17 target	Last quarter	Detail
PE1: Enable people to live independently					
Support the voluntary and community sector to enable people to maintain living independently	Support promotion of voluntary and community sector to Elected Members	On track. See Detail column.	Maintain SDDC grant funding to the voluntary and community sector PE1.3	N/A	Members appointed to voluntary sector bodies and officer attending meetings. Citizens Advice presented project at Parish Liaison Group. F&M
Continue to contribute to the county wide review of Disabled Facilities Grants (DFGs)	Implementation of appropriate recommendations	On track. See Detail column.	All recommendations implemented by April 1, 2017 PE1.4	N/A	Final confirmation from Derbyshire County Council of the 2016/17 budget commitment is pending. Estimated budget requirement submitted to DCC is £350K. Once the budget has been confirmed and the restructure of the Housing department has taken place this project can be progressed further. H&CS
Expand the use of Telecare services to increase independence	Conduct a full review of our current supported housing products and services	On track. See Detail column.	Provide a value for money Supported Housing product. PE1.5	N/A	Local GP services mapped to assess localities covered. Meetings held with GP groups to discuss referral routes to Careline. H&CS
PE2: Protect and help support the most vulnerable, including those affected by financial challenges					
Approval and implementation of South Derbyshire as a Dementia friendly District	Develop SDDC DAA (Dementia Action Alliance) action plan	On track. See Detail column.	Work progressed towards Dementia Friendly Community status PE2.5	N/A	SDDC Dementia Action Plan developed and approved at Committee. H&CS

Provide a service for homeless applicants which is nationally recognised as delivering 'best practice'	Conduct peer reviews of neighbouring authorities	On track. See Detail column.	To attain NPSS Standard for Homelessness PE2.6	N/A	North East Derbyshire visited and assessed. Learning disseminated to SDDC action plan for National Practitioner Support Service (NPSS) accreditation. H&CS
Develop a Community Champion Scheme through volunteer development	Review council and voluntary sector volunteering structure	On track. See Detail column.	Establish approved scheme PE2.7	N/A	Draft SDDC volunteering policy and action plan produced. Meetings held with CVS to discuss future of volunteering. H&CS
PE3: Use existing tools and powers to take appropriate enforcement action					
Publish and annually review a single Enforcement Policy covering all SDDC regulatory activity	Identification of all services which fall within scope. Quarterly report on enforcement activity to Overview and Scrutiny Committee	On track. See Detail column.	Develop and publish a Corporate Enforcement Policy PE3.1	N/A	All services relevant to the project have been scoped and contacted. A draft Enforcement Policy has been issued for internal consultation. All services deemed likely to make a contribution have been contacted and a draft Committee report format circulated for consultation. H&CS/E&DS
PE4: Increase levels of participation in sport, health, environmental and physical activities					
Develop a Healthy Communities approach for SD	Submit SDDC application	On track. See Detail column.	Work towards Healthy Communities Accreditation PE4.4	N/A	SDDC successfully awarded Healthy Communities Status and is now a full member of the Healthy Cities network http://healthycities.org.uk Key priorities for the year are: <ul style="list-style-type: none"> • Physical activity • Urban planning and growth H&CS

Develop a Sport, Health and Physical Activity Strategy	Agree strategy framework	On track. See Detail column.	Strategy developed and implemented PE4.5	N/A	Strategy timeline and framework agreed at H&CS Committee in June and at South Derbyshire Sport. On track at quarter one - research to be conducted behind the scenes to help inform strategy direction. H&CS
PE6: Develop the workforce of South Derbyshire to support growth					
Stage a careers fair for young people and jobseekers	Stage Jobs and Skills Fair 2016 Minimum of 50 exhibitors to attend Minimum of 100 attendees	On track. See Detail column.	Deliver event, review and plan for 2017 fair PE6.1	N/A	Fair staged with 50 exhibitors. 644 adults and 238 young people attended. Exhibitors offered job opportunities, plus a range of apprenticeships, training courses, volunteering places and self-employment support. The early part of the day was reserved for school pupils to 'have a go' at new skills, explore future education and training opportunities and learn about local employers. E&DS
Increasing school engagement to raise aspirations	Project to report to South Derbyshire Partnership Board	On track. See Detail column.	Schools agree to work with SDDC PE6.2	N/A	Work ongoing with SDDC supporting both strategic and operational working groups. Progress update scheduled for the next South Derbyshire Partnership Board meeting. H&CS

Place Measures

Action	Measure	Q1 target	Q1 actual	2016/17 target	Last quarter	Detail
PL1: Facilitate and deliver a range of integrated and sustainable housing and community infrastructure						
Increase the supply and range for all affordable housing provision	Increased supply of affordable homes PL1.1	Proxy	45	Proxy	N/A	<p>Work is now complete at three sites in the District, including the 23 affordable home development in Coton Park, Linton; eight semi-detached houses and two semi-detached bungalows in Pennine Way, Swadlincote and 12 semi-detached family homes in Lullington Road, Overseal.</p> <p>H&CS/E&DS</p>
Deliver Housing Asset Management Strategy	Deliver against targets set out in the Asset Management Strategy Action Plan PL1.2	Targets to be finalised once strategy is adopted at the end of Q1.	Not possible to set targets in Q1.	Targets to be finalised once strategy is adopted in Q3	N/A	<p>The Asset Management Strategy, with the action plan, is due to be completed in October and presented to H&CS. Consultation with tenants and Members has taken place and priorities agreed. Progress against the objectives and measures will be reported in Q3.</p> <p>H&CS</p>

PL3: Help maintain low crime and anti social behaviour levels in the District

Deliver a programme of proactive interventions to reduce environmental crime and anti-social behaviour	Downward trend in fly-tipping incidents PL3.1	<168	142	<673	N/A	20% reduction in fly-tipping compared to the same period last year. Four prosecutions in the last 12 months, extensive local and national media coverage plus recent adoption of the use of Fixed Penalty Notices for rapid case conclusions in lower level offences. E&DS
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PL4: Connect with our communities, helping them to feel safe and secure

Reduce number of noise complaints	Reduce number of noise complaints. PL4.1	<5.2 complaints per 1,000 people	5.7	Q2 <5.5 Q3 <4.8 Q4 <4.6	N/A	See Action Plan. E&DS
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PL6: Deliver services that keep the District clean and healthy

Reduce contaminated risk rating of land	Number of contaminated land assessments PL6.1	One contaminated land assessment completed	1	Four contaminated land assessments completed	N/A	Assessment completed for the Rowley Court development in Swadlincote. This identified a 'medium' risk of the presence of contaminants from its former use as a railway and pipeworks. Further assessment and mitigation will be undertaken proportionate to the risk. E&DS
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Place Projects

Action	Q1 target	Q1 actual	2016/17 target	Last quarter	Detail
PL1: Facilitate and deliver integrated and sustainable housing and community infrastructure					
Deliver an adopted South Derbyshire Local Plan, Parts 1 and 2	Complete Part 1. Main modifications/consultation. Adoption of Part 1.	On track. See Detail column.	Plan adopted PL1.3	N/A	Main modifications consultation completed and Local Plan Part 1 adopted. E&DS
Increase the supply and range of affordable housing provision	Preparatory work on Supplementary Planning Document (SPD).	On track. See Detail column.	Framework to review rural housing needs developed. Develop affordable housing SPD. PL1.4	N/A	Draft Supplementary Planning Document completed and subject to due diligence. H&CS
Consider the introduction of a Community Infrastructure Levy	Review of action plan	On track. See Detail column.	Informed decision made PL1.5	N/A	Research being undertaken to enable completion of report. Draft report to committee commenced. E&DS/F&M
PL2: Enhance understanding of the planning process					
Support the development of Neighbourhood Plans	Assistance promoted via Parish Briefings	On track. See Detail column.	Level of support provided to interested parties PL2.1	N/A	Meetings held with Neighbourhood Plan groups. Draft plans being considered for Repton and Melbourne. E&DS
PL3: Help maintain low crime and anti-social behaviour levels					
Review, publish and deliver the Safer South Derbyshire Community Safety Partnership Plan	Deliver the actions and objectives within the Partnership Plan	On track. See Detail column.	Plan published. Actions within the plan delivered. PL3.2	N/A	Plan adopted. Delivery underway including: hate crime awareness sessions, domestic violence campaign and leaflet drops to combat acquisitive crime. H&CS

PL5: Support provision of cultural facilities and activities

Introduce and progress the Sport, Recreation and Open Space Facility Strategy	Adopt strategy	On track. See Detail column.	Number of facilities enhanced PL5.1	N/A	Key strategy principles established and priority actions for open space, sports and community facilities approved. H&CS
Implement and manage the leisure facility capital build programme	Open Grove Hall Active Zone	On track. See Detail column.	Facilities completed. External investment and grants brought to district PL5.2	N/A	Grove Hall Active Zone fully operational with Apex Climbing Centre opened in June. H&CS/F&M
Introduce and progress the District Cycle Plan, including an annual cycle event	Produce cycling promotional plan	On track. See Detail column.	Develop and implement action plan. Number of opportunities offered PL5.3	N/A	Promotional plan and activity programme for Women's Tour produced. Event saw significant public support along the route. H&CS

PL6: Deliver services that keep the District clean and healthy

Ensure that food, water, housing, land and air all meet designated standards for human health	Publish an air quality progress report for 2015	On track. See Detail column.	Air Quality meets Directive 2008/50/EC and the Air Quality Strategy standard PL6.2	N/A	Annual Status Report approved by E&DS on June 2. The report evidenced air quality across South Derbyshire met all statutory standards in 2015. E&DS
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Progress Measures

Action	Measure	Q1 target	Q1 actual	2016/17 target	Last quarter	Detail
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PR2: Unlock development potential and ensure the continuing growth of vibrant town centres

Delivery of Swadlincote Townscape project	Number of target buildings offered grants. Number of shops improved. PR2.1	1	0	2	N/A	See Action Plan. E&DS
PR3: Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend to tourists						
Support the development of the tourism sector	Tourist centre enquiries handled. PR3.1	>5,000	12,303 enquiries handled.	>20,000	N/A	The TIC has supported a range of Council events and initiatives, including handling enquiries and bookings for The National Forest Walking Festival, assisting the organisers of the Maker's Market at Mercia Marina and working with partners to develop new walking and cycling routes. E&DS
PR5: Provide business support and promote innovation and access to finance, including in rural areas						
Maximise the prosperity of businesses in South Derbyshire through the delivery of the Better Business Regulation Partnership action plan	Number of food businesses which have a Food Hygiene Rating score of 5 PR5.1	>75%	80.6%	>75%	N/A	Continued improvement in businesses meeting the highest standards as we continue to develop positive relationships with retail food businesses. E&DS
	Number of registered food businesses active in the District PR5.2	>790	803	>790	N/A	Food and drink is one of the eight regional priority business sectors for growth. Through our food

						<p>hygiene inspection service we support business sustainability as well as enforce the law.</p> <p>E&DS</p>
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Progress Projects

Action	Q1 target	Q1 actual	2016/17 target	Last quarter	Detail
PR1: Work to attract further inward investment					
Launch new Economic Development Strategy	Strategy preparation complete	See Action Plan.	New five-year strategy launched and actions from it delivered PR1.1	N/A	See Action Plan. E&DS

PR2: Unlock development potential and ensure the continuing growth of vibrant town centres

Delivery of Swadlincote Townscape Project	Recruit Town Crier.	See Action Plan.	Delivery of Activity Plan PR2.2	N/A	See Action Plan. E&DS
	Initiate tender process	On track. See Detail column.	Enhancement of Diana Memorial Garden PR2.2	N/A	Consideration of tenders pending. E&DS
Organise and/or support town centre events	Wedding Fair Farmers' Market Festival of Transport Mercia Market	On track. See Detail column.	Events delivered and/or supported PR2.3	N/A	All events held. A town centre Wedding Fair was staged for the first time and saw 50+ wedding-related businesses, from florists to travel agents. open on the Sunday. The Town Hall staged a catwalk display of wedding outfits and suppliers took stalls at the Ski Centre and Sharpe's Pottery. E&DS

PR4: Help to influence and develop the infrastructure for economic growth

Review and update the Infrastructure Delivery Plan	Review the current plan.	On track. See Detail column.	Plan published. PR4.1	N/A	Review is underway. Assessment of amendment requirements for Part 2 to be reviewed. E&DS
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Outcomes Measures

Action	Measure	Q1 target	Q1 actual	2016/17 target	Last quarter	Detail
O1: Maintain financial health						
Deliver a balanced general fund	5-year General Fund reserve balance is minimum of £1m by 2021. O1.1	Annual target	Annual target	General Fund Reserve Balance at £6.2m as at 31 st March 2017.	N/A	Target as per the Financial Strategy. The longer-term target will be regularly monitored as part of the MTFP. F&M
	A balanced General Fund budget by 2018/19. O1.2	Annual target	Annual target	A strategy and savings plan agreed by the Council.	N/A	Target as per the Financial Strategy. The longer-term target will be regularly monitored as part of the MTFP. F&M
Maximising income	Generate income from New Homes Bonus, Business Rates and sweating of assets. O1.3	Annual target	Annual target	Income from Business Rates and New Homes Bonus is £6m at March 2017.	N/A	Target included in the MTFP. F&M
Maximise rental income to help the Council achieve its aim of doing more with less	Rent collected from current and former tenants as % rent due (excluding arrears b/f) O1.4	99.9%	101.44%	99.9%	N/A	Rent and service charges due for Q1 was £3,123,304.32. Total rent and service charges collected from current and former tenants including housing benefit overpayments is £3,133,897.95.

						<p>This does not include current and former tenants arrears brought forward from previous year.</p> <p>H&CS/F&M</p>
O3: Enhance environmental standards						
<p>Strive to be more energy efficient.</p>	<p>Annual improvements in the energy consumption of public buildings O3.1</p>	3%	5.89%	3%	N/A	<p>63.30 MWh reduction on Q1 2015/16. Continues positive performance at the Civic Offices and Etwall LC. Etwall realised a 23% reduction in gas consumption.</p> <p>E&DS</p>
O4: Maintain a skilled workforce						
<p>To strengthen measures and support employees to reduce absence due to sickness/ill-health and to promote a healthy workforce.</p>	<p>The average working days lost per employee is less than 8 days per year (2 days per quarter) O4.1</p>	<2 days	1.55 days	<8 days	N/A	<p>Based on performance to date, the out-turn for the year is projected at 6.2 days and would be better than the 2015/16 figure of 7.9 days. Although this is early in the year, performance continues the positive trend in reducing absence across the Council.</p> <p>F&M</p>

Outcomes Projects

Action	Q1 target	Q1 actual	2016/17 target	Last quarter	Details
O1: Maintain financial health					
Keep under review priorities into which available funds may be invested in communities	Annual target	Annual target	Key priority areas evaluated and agreed by Finance and Management Committee. To be considered as part of 2017/18 Budget round. O1.5	N/A	To be considered as part of 2017/18 Budget Round in Q3. F&M
Explore potential commercialisation opportunities and identify areas for competing with the private sector	Establish Business Improvement team within Community and Planning	On track. See Detail column.	Deliver process reviews O1.6	N/A	Committee approval secured to establish team. Recruitment underway for Business Improvement Assistant. All Committees
O2: Achieve proper corporate governance					
Maintain a proper Risk Management Framework	Update Risk Registers in accordance with new Corporate and Service Plans	On track. See Detail column.	Strategic and service risk registers reviewed, updated and reported to Committees on a quarterly basis O2.1	N/A	Updated registers shown as appendices to the Performance Board. All Committees
O3: Enhance environmental standards					
Maintain ISO 14001 certification in environmental management	Hold annual senior environmental management review	See Action Plan.	Achieve ISO 14001 certification O3.2	N/A	See Action Plan. E&DS

O4: Maintain a skilled workforce					
Maintain a skilled workforce	Annual target	Annual target	Investors in People standard for staff development maintained O4.2	N/A	Job competencies to be reviewed during Q2 and Q3 following review of current training and development programme F&M
O5: Maintain customer focus					
Design and deliver a new website that allows customers to search and find information easily and quickly	Specification drawn up, tender process started.	On track. See Detail column.	New website launched O5.1	N/A	Soft market testing undertaken. Formal procurement exercise in progress with tenders currently being evaluated. F&M
O6: Be aware of and plan for financial, legal and environmental risks					
Improve resilience to the local impacts of climate change and emergency responses.	Continue to monitor and evaluate opportunities for proactive climate change mitigation and adaptation across the District and internally.	On track. See Detail column.	Deliver campaigns to mitigate and aid adaptation of climate change and flooding O6.1	N/A	Programme of internal (departmental) evaluation underway, timeframes established for a proposed climate change mitigation and adaptation strategy across SDDC. E&DS

Measures and projects outlined in green are on track.

Measures and projects outlined in grey have a single, annual target and are not measured on a quarterly basis.

Measures and projects outlined in purple are proxy.

Actions being taken on indicators currently not on target (coloured in red and amber) are outlined in the Action Plan in Appendix C.