
REPORT TO:	Housing & Community Services Committee	AGENDA ITEM: 9
DATE OF MEETING:	12 June 2014	CATEGORY: DELEGATED
REPORT FROM:	Director of Housing & Environmental Services/ Director of Community & Planning Services	OPEN
MEMBERS' CONTACT POINT:	Bob Ledger (ext. 5775) Stuart Batchelor (ext. 5820)	DOC:
SUBJECT:	Corporate Plan 2009-14: Performance Management Year End Report 2013/14	REF:
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

1.1 That Members:

- (a) Note the achievements and out-turn performance at year end, in relation to the Council's Corporate Plan 2009/14.
- (b) Review where progress has failed to achieve the specified target and consider the adequacy of the remedial action taken.

2.0 Purpose of Report

- 2.1 To report details the achievements and out turn performance at year end, in relation to the Council's Corporate Plan 2009 –2014.
- 2.2 Details are provided in the respective appendices outlined below, which are attached to this report.
 - Progress against Corporate Plan 'Key Projects' as attached at Appendix A; and,
 - Progress against Corporate Plan 'Performance Measures' as attached at Appendix B.

3.0 Detail

Executive Summary

- 3.1 It is important that Members scrutinise the performance of the Council as part of the democratic process. This report reflects the third quarter's performance on the key targets the Council has set and approved.

Corporate Plan 2009/14

- 3.2 To provide a context, the Council's Corporate Plan 2009-14 Action Plan consists of four main 'themes' or 'priorities' (*Sustainable Growth & Opportunity: Safe & Secure: Lifestyle Choices: and Value For Money*).
- 3.3 In March 2013, the Corporate Plan was refreshed along the current themes, with an emphasis being placed on how our actions will make a difference to our residents and stakeholders. In order to focus our actions, performance will be measured against a reduced number of actions or 'key projects' and performance measures
- 3.4 Each theme contains a number of outcomes that help explain what the theme is about. In order that the Council and its stakeholders are able to tell whether the outcomes are being delivered, a number of Key Projects (with a series of tasks/ milestones) and performance measures have been allocated to each Outcome that will be monitored either on a quarterly or annual basis.
- 3.5 This Committee is responsible for the delivery of two outcomes [*Delivering a range of housing provision and services that address community requirements and Safer Communities*] within the **Safe & Secure** theme; and two outcomes [*Delivering community based recreational & cultural activities that promote a 'healthier' lifestyle and Helping the community reduce its 'environmental footprint'*] within the **Lifestyle Choices** theme.

Key Projects

- 3.6 Table 1 below; summarises the progress made against key projects. It shows that 11 (84.6%) tasks due for the year have been completed.

Table 1: Progress against Corporate Plan Projects (as at 31 March 2014)

Theme	Completed Tasks	Non complete Tasks	Abandoned	Not Applicable	Total
Safe & Secure	7 (100%)	0	2	0	9 (100%)
Lifestyle Choices	4 (66.7%)	2 (33.3%)	0	0	6 (100%)
Total	11 (84.6%)	2 (15.4%)	2	0	14 (100%)

- 3.7 The tasks that have 'not been completed' are summarised in Table 2 overleaf.

Table 2: Corporate Plan – Key Projects– not completed (as at 31 March 2014)

Project	Task ‘not completed’	Remedial Action
LP 02 - Deliver improved leisure facilities for the community	LP 02.4 - To complete building works at Green Bank Leisure Centre	Works due to be completed by Summer 2014.
LP 05 -Reduce the number of vulnerable households experiencing fuel poverty	LP 05.4 - Refresh and publish a new Affordable Warmth / Fuel Poverty Strategy LP 05.44- Continue the replacement of inefficient heating systems and upgrading insulation measures	Delay to account for Government’s short-notice review of Energy Funding

3.8 The tasks that have been abandoned are summarised in Table 3 below.

Table 3: Corporate Plan – Key Projects– Abandoned Tasks (as at 31 March 2014)

Project	Comment
SP 01- Facilitate new affordable housing for people unable to access the housing market	Guidance has been deferred until 2014/15 pending outcome of the Council’s new Local Plan.
SP 09 - Putting Victims First – Work with our partners to revise the ASB Policy and to ensure we provide an enhanced service to victims of ASB	The policy revision delayed until 2014/15. This is because the Home Office have delayed the roll out of their Tools & Powers and the introduction of new County wide ECINS performance management system in January 2014

Performance Measures

3.8 Table 4 below provides a summary of performance against annual targets. It shows that 11 (84.6%) annual targets have been achieved.

Table 4: Performance Measures – performance against targets (as at 31 March 2014)

Theme	End of Year Target			Proxy^{See Note 1}	Total
	Achieved	Failed	N/a		
Safe & Secure	9 (75.0%)	1 (8.3%)	2 (16.7%)	5	17 (100%)
Lifestyle Choices	5 (71.4%)	0	2 (28.6%)	1	8 (100%)
Total	14 (73.7%)	1 (5.3%)	4 (21.0%)	6	25 (100%)

Note 1 Proxy Measures are outside the Council’s direct control but provide an indication of the overall health of the district. For instance: A Council Strategy to ‘increase employment opportunities in the area’ may have an impact on the local unemployment rate.

3.9 Table 5 below, summarises the annual targets that have not been met, along with a brief commentary of the remedial action taken.

Table 5: Performance Measures - targets not achieved at the year end (31 March 2014)

Description	Annual Target	Year end Actual	Comments and Planned Remedial Action
Safe & Secure			
SM 03 - Average time (in working days) taken to re-let Council homes	21.00	27.3	Housing Services are currently reviewing the processes and resources for the management of empty properties.

Managing Risks

3.10 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 6 below outlines the main risks across the Lifestyle Choices and Safe & Secure themes of the Corporate Plan.

Table 6: Managing Risks

Risk Description	Likelihood	Impact	Mitigating Action
Safe & Secure			
Loss of Homelessness Grant	Treat the Risk	Remains Low	Continue to lobby County Council colleagues to maintain the grant in future years.
Increase in the level of current tenant rent arrears	Treat the Risk	Medium	Performance management, target setting and adherence to collection procedures.
Costs of Housing Enforcement	Treat the Risk	Low	Adherence to procedures to ensure appropriate enforcement action is taken, recharge policy and explore framework agreement with contractors to reduce costs
Lifestyle Choices			
Failure of/or attraction of Contractor managing facilities - closure of facilities for a period. Costs of staffing and equipment.	Tolerate the Risk	Remains Low	Contracts in place. Leisure Centre contract renewed in 2011.
Litigation/claims for accidents at play areas - injury to member of public.	Treat the Risk	Remains Medium	Inspections carried out by dedicated member of staff. New play areas are designed to meet current standards. Need to arrange

Risk Description	Likelihood	Impact	Mitigating Action
			further back up cover for inspections when Inspector is absent.
Dilapidation of Leisure Community facilities	Treat the Risk	Remains Low	Annual review of risk
Failure of Business Plan for Rosliston Forestry Centre	Treat the Risk	Remains Medium	Annual review of risk
Failure of Sharpe's Pottery Museum	Treat the Risk	Remains Low	Annual review of risk

Service Area Commentary

- 3.11 To assist Members in their assessment of progress made, the Lead Officer for each of the performance measures has provided some supplementary information on how the performance measures are supporting the delivery of the outcomes.

Community & Planning Services

- 3.12 The year has continued to see significant progress in the legacy work around London 2012. South Derbyshire athletes and coaches picked up four awards at the Derbyshire Sports Awards Ceremony and the number of local athletes supported by the District Council has increased. Progress has been made on capital projects with works starting on the refurbishment of Green Bank Leisure Centre, designs for Melbourne Sporting Partnership pavilion, Eureka Park refurbishment procurement and a successful bid for funding to enhance Etwall Leisure Centre.
- 3.13 In terms of public events, the large events have once again been successfully delivered and plans are currently in place for commemorating the start of First World War.

Housing & Environmental Services

- 3.14 This is the first year in five where we have not hit the sector recognised level of good performance of 21 days. Although the out-turn is still around the average for the sector, work is underway to ensure performance returns in 2014/15 to previous levels
- 3.15 Significant progress has been made in regards to the implementation of the revised Tenancy and Allocations Policy. Housing Services has undergone a full review of the Housing waiting list to establish which applicants wish to remain on the list or need to be removed due to a change in circumstances. In March, a housing review letter was posted out to 1,735 applicants who have been on the waiting list for more than 6 months. In addition, a reminder letter was issued in April to all applicants who had not responded and a final letter was sent out at the end of April.

- 3.16 The housing application is also being re-written to reflect the changes to the allocations policy. In addition, the Housing Project team are working closely with Abris (the supplier of the allocations system) to ensure the system changes required are delivered effectively and on time. Implementation of the new policy is on target for the 1st July
- 3.17 A draft flexible tenancy agreement is currently out for consultation with residents before implementation in the new financial year.

4.0 Financial Implications

- 4.1 There are no specific financial implications relating to this report. The need to continually improve whilst delivering the ambitions of the *Corporate Plan* will require a sustained efficiency programme, including the shifting of resources to the priority areas.

5.0 Equalities Implications

- 5.1 This report has no implications in respect of meeting the Public Sector Equality Duty of the Equalities Act 2010.

6.0 Corporate Implications

- 6.1 The Council aspires to be an “excellent” Council in order to deliver the service expectations of our communities. This performance report evidences an improvement in how we are meeting those demands and expectations.

7.0 Conclusions

- 7.1 A high level of performance and improvements has delivered a range of outcomes for local communities.
- 7.2 This performance report evidences significant improvement in how the Council is meeting demands and expectations.