
REPORT TO:	Housing & Community Services Committee	AGENDA ITEM: 9
DATE OF MEETING:	29 August 2013	CATEGORY: DELEGATED
REPORT FROM:	Director of Housing & Environmental Services/ Director of Leisure & Community Services	OPEN
MEMBERS' CONTACT POINT:	Bob Ledger (ext. 5775) Stuart Batchelor (ext. 5820)	DOC:
SUBJECT:	Corporate Plan 2009-14: Performance Management Report (1 April – 30 June 2013)	REF:
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE: HCS

1.0 Recommendations

1.1 That Members:

- (a) Note the progress and achievements during the period 1 April to 30 June 2013, 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 of progress and achievements during the period 1 April to 30 June 2013, 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 first quarter's performance on the key targets the Council has set and approved.

Corporate Plan 2009/14

- 3.2 To provide a context for 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 2 '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.

Progress to 30 June 2013

'Key Projects'

- 3.6 Table 1 below; summarises the progress made against 'key projects.' It shows that all 14 (100.0%) tasks due for completion this have been achieved.

Table 1: Progress against Corporate Plan Projects (as at 30 June 2013)

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Safe & Secure	8 (100.0%)	0	1	9 (100.0%)
Lifestyle Choices	6 (100.0%)	0	0	6 (100.0%)
Total	14 (100.0%)	0	1	15 (100.0%)

Performance Measures

- 3.7 Table 2 overleaf provides a summary of performance against targets for both the current quarter and projected outturn for the year. It shows that 12 (85.7%) quarterly targets have been 'achieved'. It is also forecast that all 15 (100%) of the targets will be met by the year end.

Table 3: Performance Measures – performance against targets (as at 30 June 2013)

Theme	Quarter Target				Projected Annual Target		
	'Achieved'	'Failed'	'N/a' / Proxy See Note 1	Total	'On Track'	'At Risk'	'Proxy' See Note 1
Safe & Secure	7 (87.5%)	1 (12.5%)	9	17 (100.0%)	8 (100.0%)	0	9
Lifestyle Choices	5 (83.3%)	1 (16.7%)	2	8 (100.0%)	7 (100.0%)	0	1
Total	12 (85.7%)	2 (14.3%)	11	25 (100.0%)	15 (100.0%)	0	10

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.

- 3.8 Table 4 below, summarises both the quarterly targets that have 'not been met' and where the projected annual target maybe 'at risk' of failure. Brief comments and remedial action taken is also provided.

Table 4: Performance Measures - targets 'at risk' of failure (as at 30 June 2013)

Description	Qtr 1 Target	Qtr 1 Actual	Comments and Planned Remedial Action
Safe & Secure			
SM 03 - Average time (in working days) taken to re-let Council homes	22.0	30.2	High number of void properties. Backlog now cleared.
Lifestyle Choices			
LM 08 - Reduction in energy consumption from the Council's own operational centres	0.50%	(7.30%)	Increase attributable to a number of contributing factors, such as an extended period of cold weather

Managing Risks

- 3.9 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 5 below outlines the main risks across the Lifestyle Choices and Safe & Secure themes of the Corporate Plan.

Table 5: Managing Risks

Risk Description	Likeli-hood	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.

Risk Description	Likeli-hood	Impact	Mitigating Action
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.	Tolerate the Risk	Remains Low	Contracts in place. Leisure Centre contract renewed in 2011.
Costs of staffing and equipment.			
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 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

- 3.10 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

- 3.11 The first quarter has seen significant progress on the delivery of cultural events, such as 'Liberation Day' and the submission of external funding bids for leisure facility projects such as Melbourne Sporting Partnership and the opening of the artificial grass pitch at Etwall Leisure Centre.

- 3.12 Participation figures have been very buoyant continuing to increase following the Olympics.

- 3.13 Targeted work on youth engagement has been delivered in hot spot locations.

Housing & Environmental Services

- 3.14 The number of days taken to re-let a council property this quarter has increased. In the main this has been attributable to the unprecedented high number of void properties during this quarter. Additional resources have been allocated to manage this influx and it is anticipated that the number of days taken to re-let a void property will fall during the second quarter.
- 3.15 The proportion of repairs carried out 'right first time' by the Council's Direct Labour Organisation is currently exceeding the target set of 95.0%. Some 1,734 repairs have been completed during this quarter with 99.9% 'right first time.'
- 3.16 Following approval of the draft Allocations Policy, at this Committee held in June 2013, a consultation exercise with stakeholders is currently being undertaken.

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.