

Appendix A - Performance Board

Quarter 2 (July 1 to September 30, 2016)

| People Measures | | | | | | |
|--|--|---------------------------------|-----------|-----------|----------------|--|
| Action | Measure | Last quarter | Q2 target | Q2 actual | 2016/17 target | 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 | 88.24% Target >90% | >90% | 91.60% | >90% | 11 out of 12 properties with adaptations were let on an adapted needs basis. However, we are still slightly under target for the year – 89.6%. H&CS |
| | % of residents very or fairly satisfied with the quality of their new home PE1.2 | 90% Target >88% | >88% | 91% | >88% | 49 tenants indicated they were satisfied with their home. Three expressed dissatisfaction, with each of these followed up by the Repairs Manager. 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 | Total number of tenancy audits completed PE2.1 | 298 Target 250 | 500 | 500 | 1,000 | The new 'Tenancy Visits' module is currently being tested. This will enable even more efficient |

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| 'vulnerable' | | | | | | recording and monitoring of tenancy visits. H&CS |
| | % of successful introductory tenancies PE2.2 | 98% Target >85% | >85% | 95.55% | >85% | 43 of 45 tenancies successfully transferred from introductory to secure tenancies. H&CS |
| Process Benefit claims efficiently | Average time for processing new Benefit claims PE2.3 | 33 days Target <18 days | <18 Days | 17.59 Days | <18 days | After a spike in claims in Q1, performance returned to normal levels. The automation process continues to consolidate performance. F&M |
| | Average time for processing notifications of changes in circumstances PE2.4 | 7.8 days Target <8 days | <8 days | 7.99 days | <8 days | In October, the Finance and Management Committee approved the introduction of Risk Based Verification for processing "changes" and this should help to strengthen performance. 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 | 10,445 Target 5,450 | 11,500 | 13,394 | 37,845 | On track, even with one week of activity in the summer holidays cut. The exceeded target could be attributed to good weather. H&CS |

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| | Number of Environmental Education participations PE4.2 | 4,103 Target 1,250 | 1,500 | 2,523 | 5,250 | The Waste less, Save more project added more than 1,000 participations. H&CS |
| | Number of Parklife opportunities PE4.3 | 780 Target 100 | 150 | 1,650 | 500 | Opportunities offered include outdoor table tennis (280 participations); Bark in the Park (600); wildlife talks and events (280); and Newhall Memorial Garden opening (150). 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 | 120kgs Target <125kgs | <125kgs | 120kgs | <510 kg | Figure estimated. Continues to exceed target. E&DS |
| | % of all collected waste recycled and composted PE5.2 | 52.9% Target >55% | >52% | 53.10% | >50% | Figure estimated. Above target for quarter, cumulative to date is slightly below target. E&DS |

People Projects

| Action | Last quarter | Q2 target | Q2 actual | 2016/17 target | Detail |
|--|---|---|------------------------------|--|--|
| PE1: Enable people to live independently | | | | | |
| Support the voluntary and community sector to enable people to maintain living independently | Members appointed to voluntary sector bodies. | 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 | SDDC has supported Goseley Festival as well as community development with the Hatton Centre. F&M |
| Continue to contribute to the county wide review of Disabled Facilities Grants (DFGs) | Final confirmation from DCC of 2016/17 budget was pending. Estimated budget requirement submitted to DCC was £350K. | Implementation of appropriate recommendations. | On track. See Detail column. | All recommendations implemented by April 1, 2017. PE1.4 | Budgets confirmed for 2016/2017. SDDC has been allocated £336,000 for the DFGs. Working with DCC to complete DFG review process. H&CS |
| Expand the use of Telecare services to increase independence | GP services mapped to assess localities covered. Meetings held with GP groups to discuss referral routes. | Evaluate and assess recommendations of review of products and services. | On track. See Detail column. | Provide a value for money Supported Housing product. PE1.5 | The Supported Housing Service is currently under review with external support. This is likely to continue into Q3 but the overall target will be met. 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 | SDDC Dementia Action Plan developed and approved at Committee. | Deliver Elected Member and staff dementia awareness sessions. | On track. See Detail column. | Work progressed towards Dementia Friendly Community status. PE2.5 | 71 SDDC Staff/Elected Members have so far become 'Dementia Friends'. More sessions planned for Q3. H&CS |

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| <p>Provide a service for homeless applicants which is nationally recognised as delivering 'best practice'</p> | <p>North East Derbyshire visited and assessed. Learning disseminated to SDDC action plan for National Practitioner Support Service (NPSS) accreditation.</p> | <p>Introduce good practice identified from review.</p> | <p>On track. See Detail column.</p> | <p>To attain NPSS Standard for Homelessness PE2.6</p> | <p>Good practice has been identified and implemented. This includes National Homelessness Advice Service leaflets being issued as standard, confirming advice in writing and advising applicants what they need to bring to appointments. H&CS</p> |
| <p>Develop a Community Champion Scheme through volunteer development</p> | <p>Draft SDDC volunteering policy and action plan produced.</p> | <p>Develop volunteering scheme and consult with partners.</p> | <p>On track. See Detail column.</p> | <p>Establish approved scheme PE2.7</p> | <p>Initial scheme plan drawn up. Discussions held with CVS CEO about setting up a community champion scheme. H&CS</p> |
| <p>PE3: Use existing tools and powers to take appropriate enforcement action</p> | | | | | |
| <p>Publish and annually review a single Enforcement Policy covering all SDDC regulatory activity</p> | <p>All services relevant to the project were scoped and contacted. A draft Enforcement Policy has been issued for internal consultation.</p> | <p>Production of first draft of a corporate policy. Consultation with key stakeholders on the draft.</p> | <p>On track. See Detail column.</p> | <p>Develop and publish a Corporate Enforcement Policy. PE3.1</p> | <p>A final draft of the policy has been produced following consultation. Committee approval will be sought in Q3. A draft of the proposed quarterly report has been discussed with the Chairman of E&DS with a view to taking the first to Committee in Q3. H&CS/ E&DS</p> |

PE4: Increase levels of participation in sport, health, environmental and physical activities

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|--|---|--|-------------------------------------|---|---|
| <p>Develop a Healthy Communities approach for SD</p> | <p>SDDC successfully awarded Healthy Communities Status and is now a full member of the Healthy Cities network.</p> | <p>Work with partners to deliver healthy communities plan.</p> | <p>On track. See Detail column.</p> | <p>Work towards Healthy Communities Accreditation. PE4.4</p> | <p>Work ongoing to support two main priority areas - physical activity and urban planning and growth. Family 'Parklife' activities in development to support priority physical activity area. H&CS</p> |
| <p>Develop a Sport, Health and Physical Activity Strategy</p> | <p>Strategy timeline and framework agreed at H&CS Committee and at South Derbyshire Sport.</p> | <p>Progress strategy preparation and consultation.</p> | <p>On track. See Detail column.</p> | <p>Strategy developed and implemented. PE4.5</p> | <p>Research and data gathering undertaken. Further consultation to take place in Q3. H&CS</p> |

PE6: Develop the workforce of South Derbyshire to support growth

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|--|---|---|-------------------------------------|---|---|
| <p>Stage a careers fair for young people and jobseekers</p> | <p>Fair staged: 50 exhibitors. 644 adults and 238 young people attended.</p> | <p>Start work on planning 2017 event.</p> | <p>On track. See Detail column.</p> | <p>Deliver event, review and plan for 2017 fair. PE6.1</p> | <p>Work underway on planning for 2017 event. E&DS</p> |
| <p>Increasing school engagement to raise aspirations</p> | <p>Progress update scheduled for the next South Derbyshire Partnership Board meeting.</p> | <p>Identify SDDC support for secondary schools.</p> | <p>On track. See Detail column.</p> | <p>Schools agree to work with SDDC. PE6.2</p> | <p>Raising Aspirations project update delivered at the July South Derbyshire Partnership Board. H&CS</p> |

Place Measures

| Action | Measure | Last quarter | Q2 target | Q2 actual | 2016/17 target | 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 | 45 Council homes delivered in Linton, Overseal and Swadlincote. | Proxy | 23 | Proxy | Homes delivered by Trent & Dove in Rose Hill, Woodville. Meeting with landlords due in November to explore increasing affordable housing provision. H&CS/E&DS |
| Deliver Housing Asset Management Strategy | Deliver against targets set out in the Asset Management Strategy Action Plan. PL1.2 | Targets to be finalised in Q3 | Not possible to set targets in Q2. | N/A | Targets to be finalised once strategy is adopted. | Asset Management Strategy approved by Committee. Action Plan will be drafted in October so performance measures can be extracted. H&CS |
| PL3: Help maintain low crime and anti-social behaviour levels in the District | | | | | | |
| Deliver a programme of proactive interventions to reduce environmental crime | Downward trend in fly-tipping incidents. PL3.1 | 142 Target <168 | <338 (cumulative) | 349 | <676 | See Action Plan. E&DS |
| PL4: Connect with our communities, helping them to feel safe and secure | | | | | | |
| Reduce number of noise complaints | Reduce number of noise complaints. PL4.1 | 5.7 Target <5.2 complaints per 1,000 people. | <5.5 complaints per 1,000 people. | 7.1 | Q2 <5.5 Q3 <4.8 Q4 <4.6 | See Action Plan. E&DS |

PL6: Deliver services that keep the District clean and healthy

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| <p>Reduce contaminated risk rating of land</p> | <p>Number of contaminated land assessments. PL6.1</p> | <p>1 Target 1</p> | <p>One Completed</p> | <p>2</p> | <p>Four contaminated land assessments completed.</p> | <p>Phase I site appraisal undertaken at the former Dilks garage site, in Hill Street, Swadlincote - a potential Council housing new build site. E&DS</p> |
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Place Projects

| Action | Last quarter | Q2 target | Q2 actual | 2016/17 target | Detail |
|--|--|---|------------------------------|---|--|
| PL1: Facilitate and deliver integrated and sustainable housing and community infrastructure | | | | | |
| Deliver an adopted South Derbyshire Local Plan, Parts 1 and 2 | Main modifications consultation completed and Local Plan Part 1 adopted. | Consultation Draft Local Plan Part 2. | On track. See Detail column. | Plan adopted. PL1.3 | Draft consultation took place from June to August 2016. Responses considered before pre-submission consultation in Q3. E&DS |
| Increase the supply and range of affordable housing provision | Draft Supplementary Planning Document (SPD) completed and subject to due diligence. | SPD draft prepared. | On track. See Detail column. | Framework to review rural housing needs developed. Develop affordable housing SPD. PL1.4 | Draft prepared, awaiting consultation alongside another SPD. H&CS |
| Consider the introduction of a Community Infrastructure Levy (CIL) | Research being undertaken to enable completion of report. | Option report produced for CIL. | See Action Plan. | Informed decision made. PL1.5 | See Action Plan. E&DS/F&M |
| PL2: Enhance understanding of the planning process | | | | | |
| Support the development of Neighbourhood Plans | Meetings held with Neighbourhood Plan groups. Draft plans being considered for Repton and Melbourne. | Provide support to interested parties. | On track. See Detail column. | Level of support provided to interested parties. PL2.1 | Grants Panel held on October 18, on track to meet annual target. E&DS |
| PL3: Help maintain low crime and anti-social behaviour levels | | | | | |
| Review, publish and deliver the Safer South | Plan adopted. Actions delivered. These included raising awareness | Deliver the actions and objectives within the partnership plan. | On track. See Detail column. | Plan published. Actions within the plan | Summer Scheme diversionary activities |

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| Derbyshire Community Safety Partnership Plan | of hate crime, a domestic violence campaign and leaflet drops to combat acquisitive crime. | | | delivered. PL3.2 | funded in urban core. Public Space Protection Order (PSPO) on Swadlincote Town Centre went live. Hate Crime drop-in sessions held. H&CS |
| PL5: Support provision of cultural facilities and activities | | | | | |
| Introduce and progress the Sport, Recreation and Open Space Facility Strategy | Key strategy principles established and priority actions approved. | Complete facility action plan. | On track. See Detail column. | Number of facilities enhanced. PL5.1 | Project list in production and site plans being identified. Playing Pitch Strategy update underway with Derby City Council. H&CS |
| Implement and manage the leisure facility capital build programme | Grove Hall Active Zone fully operational with Apex Climbing Centre opened in June. | Complete Newhall Park Memorial Garden. | On track. See Detail column. | Facilities completed. External investment and grants brought to District. PL5.2 | Newhall Park Memorial Garden and Melbourne Sports Park officially opened. H&CS/F&M |
| Introduce and progress the District Cycle Plan, including an annual cycle event | Promotional plan and activity programme for Women's Tour produced. Event saw significant public support along the route. | Establish Stakeholder Group. | On track. See Detail column. | Develop and implement action plan. Number of opportunities offered PL5.3 | Stakeholders identified and included. Plan adopted at Committee identifies five-year activity programme. 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 | Annual Status Report approved by E&DS. The report evidenced air quality across South Derbyshire met all statutory standards in 2015. | Review the air quality monitoring network in South Derbyshire. | On track. See Detail column. | Air Quality meets Directive 2008/50/EC and the Air Quality Strategy standard. PL6.2 | Review of existing monitoring locations completed. E&DS |

Progress Measures

| Action | Measure | Last quarter | Q2 target | Q2 actual | 2016/17 target | Detail |
|---|--|--|-----------|--------------------------|----------------|---|
| PR2: Unlock development potential and ensure the continuing growth of vibrant town centres | | | | | | |
| Delivery of Swadlincote Townscape project | Number of target buildings offered grants. PR2.1 | 0 Target 1 | 0 | 0 | 2 | Grants Panel met on October 24. On track to meet annual target. 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 | 12,303 Target >5,000 | >5,000 | 12,622 enquiries handled | >20,000 | The TIC has led and supported Council and partner initiatives including Heritage Open Days, Last Night of the Proms and the Scarecrow Hunt. It has also represented the area at Derbyshire Day and Elvaston Woodland Festival. 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 | 80.6 Target >75% | >75% | 82.80 | >75% | Continued progressive improvement in businesses reaching the highest standards as we develop positive working relationships. E&DS |
| | Number of registered food businesses active in the District PR5.2 | 803 Target >790 | >790 | 805 | >790 | Growth in local food businesses supported through our business advice and regulatory support service. E&DS |

Progress Projects

| Action | Last quarter | Q2 target | Q2 actual | 2016/17 target | Detail |
|---|--|--|------------------------------|--|--|
| PR1: Work to attract further inward investment | | | | | |
| Launch new Economic Development Strategy | Substantial progress made but not complete due to competing Council priorities. | Adopt Strategy. | On track. See Detail column. | New five-year strategy launched and actions from it delivered. PR1.1 | Strategy for period 2016-2021 adopted by E&DS on September 29, 2016. E&DS |
| PR2: Unlock development potential and ensure the continuing growth of vibrant town centres | | | | | |
| Delivery of Swadlincote Townscape Project | Town crier post offer not completed but well advanced. | Public consultation on Heritage Trail. | On track. See Detail column. | Delivery of Activity Plan. PR2.2 | Consultation completed via events, displays, SDDC web form and social media. E&DS |
| | Consideration of tenders pending for Diana Memorial Garden. | Appoint landscape architect. | On track. See Detail column. | Enhancement of Diana Memorial Garden. PR2.2 | Landscape architects appointed. Work has started on the plans. E&DS |
| Organise and/or support town centre events | Events held were: Wedding Fair Farmers' Market Festival of Transport Mercia Market | Deliver one public event and two school activities based on geography/tourism. | On track. See Detail column. | Events delivered and/or supported. PR2.3 | Events staged or supported include Farmers' and Mercia Markets, the Scarecrow Hunt and a Shopping Day. School sessions advertised and new web page set up for town centre activities. One to one planning sessions held with three Swadlincote schools. E&DS |

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

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| Review and update the Infrastructure Delivery Plan | Review underway. Assessment of amendment requirements for Part 2 to be reviewed. | Complete review of the current plan. | See Action Plan. | Plan published. PR4.1 | See Action Plan. E&DS |
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Outcomes Measures

| Action | Measure | Last quarter | Q2 target | Q2 actual | 2016/17 target | Detail |
|---|--|--------------------------------|----------------|----------------|--|---|
| O1: Maintain financial health | | | | | | |
| Deliver a balanced general fund | 5-year General Fund reserve balance is a minimum of £1m by 2021. O1.1 | Annual target. | Annual target. | Annual target. | General Fund Reserve Balance at £6.2m as at 31 st March 2017. | 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. | Annual target. | A strategy and savings plan agreed by the Council. | 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. | Annual target. | Income from Business Rates/New Homes Bonus is £6m at March 2017. | Target included in the MTFP. F&M |
| Maximise rental income to help the Council do more with less | Rent collected from current and former tenants as % rent due (excluding arrears b/f). O1.4 | 101.44% Target 99.9% | 99.9% | 100.96% | 99.9% | Target rent is based on the budget in the HRA. We never budget to collect all rent due, allowing for voids and right to buys. The amount collected in Q2 was £6,261,189.23 – above the total budgeted. H&CS/F&M |

O3: Enhance environmental standards

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| <p>Strive to be more energy efficient.</p> | <p>Annual improvements in the energy consumption of public buildings. O3.1</p> | <p>5.89% Target 3%</p> | <p>3%</p> | <p>2.78%</p> | <p>3%</p> | <p>See Action Plan. E&DS</p> |
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O4: Maintain a skilled workforce

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| <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> | <p>1.55 days Target <2 days</p> | <p><2 days</p> | <p>2.78 days</p> | <p><8 days</p> | <p>See Action Plan. F&M</p> |
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Outcomes Projects

| Action | Last quarter | Q2 target | Q2 actual | 2016/17 target | Details |
|--|--|---|------------------------------|--|---|
| O1: Maintain financial health | | | | | |
| Keep under review priorities into which available funds may be invested in communities | Annual target | Annual target | Annual target | Key priority areas evaluated and agreed by F&M. To be considered as part of 2017/18 Budget round. O1.5 | 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 | Committee approval secured to establish Business Improvement team. Recruitment underway. | Establish timetable for processing reviews. | On track. See Detail column. | Deliver process reviews O1.6 | Draft timetable completed. Officer appointed and project office established. All Committees |
| O2: Achieve proper corporate governance | | | | | |
| Maintain a proper Risk Management Framework | Updated registers shown as appendices to the Performance Board. | Update registers for next committee cycle. | On track. See Detail column. | Strategic and service risk registers reviewed, updated and reported to Committees on a quarterly basis. O2.1 | Updated registers shown as appendices to the Performance Board. Financial Risk Register reported to the Council on October 13. All Committees |
| O3: Enhance environmental standards | | | | | |
| Maintain ISO 14001 certification in environmental management | Review postponed due to unforeseen unavailability of key site representatives. | Ensure continual compliance, progress the close out of all identified non-conformances. | On track. See Detail column. | Achieve ISO 14001 certification O3.2 | Senior management review completed on September 7, 2016. All non conformances from previous audits have been closed out. |

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| | | | | | External surveillance audit is programmed for 23-25 January 2017. E&DS |
| O4: Maintain a skilled workforce | | | | | |
| Maintain a skilled workforce | N/A | Job competencies to be reviewed during Q2 and Q3 following review of current training and development programme. | On track. See Detail column. | Investors in People standard for staff development maintained. O4.2 | Training and development programme reviewed and signed off by the Corporate Management Team. External facilitator to commence third year of approved programme. Mandatory courses for internal training agreed training dates set. F&M |
| O5: Maintain customer focus | | | | | |
| Design and deliver a new website that allows customers to search and find information easily and quickly | Soft market testing undertaken. Formal procurement exercise in progress. | Complete tender exercise, select supplier and formulate project plan. | On target. See Detail column. | New website launched. O5.1 | All completed as planned. Web Labs appointed as supplier. 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. | Programme of internal evaluation underway, timeframes established for a proposed climate change mitigation and adaptation strategy across SDDC. | Develop a programme of flood risk management mitigation and adaptation activities across at-risk communities in the District. | On target. See Detail column. | Deliver campaigns to mitigate and aid adaptation of climate change and flooding. O6.1 | A programme of climate change adaptation activity is under development. This includes a collaborative flood support offering to Parish Councils from SDDC, DCC and the EA. 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.