

---

<b>REPORT TO:</b>	<b>ENVIRONMENTAL &amp; DEVELOPMENT SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>31 JANUARY 2013</b>	<b>CATEGORY: DELEGATED</b>
<b>REPORT FROM:</b>	<b>DIRECTOR OF OPERATIONS</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT: SUBJECT:</b>	<b>MARK ALFLAT (EXT. 5712)  CORPORATE PLAN 2009-14: PERFORMANCE MANAGEMENT REPORT (1 OCTOBER – 31 DECEMBER 2012)</b>	<b>DOC:  REF:</b>
<b>WARD (S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE: EDS</b>

---

## **1.0 Recommendations**

### **1.1 That Members:**

- (a) Note the progress and achievements during the period 1 October to 31 December 2012, 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 October to 31 December, 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**

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

- 3.1 To provide 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*).
- 3.2 In March 2012, 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.
- 3.3 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.
- 3.4 This Committee is responsible for the delivery of 3 'outcomes' [*Developing economic and employment opportunities within the District; increasing recycling resulting in less waste being sent to landfill; and, sustainable planning*] within the '**Sustainable Growth & Opportunity**' theme.

### Progress to 31 December 2012

#### 'Key Projects'

- 3.5 Table 1 below; summarises the progress made against 'key projects.' It shows that 4 (100.0%) tasks for the quarter have been completed.

**Table 1: Progress against Corporate Plan Projects (as at 31 December 2012)**

Theme	'Completed' Tasks	'Failed' Tasks	'Not Applicable'	Total
Sustainable Growth & Opportunity	4 (100%)	0	0	4 (100%)

#### Performance Measures

- 3.6 Table 2 overleaf, provides a summary of performance against targets for both the current quarter and projected out turn for the year. It shows that 3 (100%) quarterly targets have been 'achieved'. No targets have been set for any of the proxy' measures. It is also predicted that all 7 (100%) targets are 'on track' for the year end.

**Table 2: Performance Measures – performance against targets (as at 31 December 2012)**

Theme	Quarter Target				Total	Projected Annual Target		
	'Achieved'	'Failed'	'N/a'	'Proxy' Note 1		'On Track'	'At Risk'	'Proxy' Note 1
Sustainable Growth & Opportunity	3 (100.0%)	0	4	4	11 (100.0%)	7 (100%)	0	4

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 'improve employment opportunities in the area' may have an impact on the local unemployment rate

## Managing Risks

- 3.7 The Council has a comprehensive risk register, which details all known service risks, control mechanisms and review dates. Table 4 below outlines the main risks across the Sustainable Growth & Opportunity theme of the Corporate Plan.

**Table 4: Managing Risks**

Risk Description	Degree of Control	Risk Rating	Mitigating Action
Suitability of household waste for composting	Treat the Risk	Low	Keeping abreast of ongoing national discussions and maintaining relations with partner contractors. Continue to monitor ad hoc loads delivered to the composting sites and take appropriate action as required.  Promote appropriate recycling.
Increase in fuel costs resulting in budget overspend	Treat the Risk	Medium	Ensure routes are fully optimised.  Monthly monitoring and reporting of actual spend against budget.
Failure of tourism partnership - loss of service to potential visitors to the area.  Adverse impact on businesses in local visitor economy.  Adverse publicity and loss of standing with partners. Grants may also need to be repaid.	Treat the Risk	Low	Regular review of activities and agreements.  Ongoing monitoring of agreements.
Failure of Sharpe's Pottery Museum - closure of facility (including the T.I.C.).	Tolerate the Risk	Low	Councillor representation on Board.  Attendance at Board meetings by Officers.
Judicial review & appeals against Planning decisions - criticism, time and cost of having to defend our position, possible costs awarded against the Council.	Treat the Risk	Medium	Quarterly review of procedures to provide early identification of high-risk cases, counsel opinion sought when necessary.  Ongoing review of new statutory procedures, continued advice from counsel when required.

## **Service Area Commentary**

- 3.8 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.
- 3.9 Within Community & Planning, the Economic Development team has delivered a range of events to support local businesses and attract visitors to the area, plus published new editions of the tourist, investment and *What's On* guides, whilst the Development Management Team has processed planning applications within their target time allocation. The Planning Policy Team has undertaken a significant public consultation exercise on the Preferred Growth Strategy, and as part of the timetable for preparing the Local Plan (Part I.)
- 3.10 The Direct Services team has achieved this quarter's target for residual waste per household. It is predicted that both this target and the target for household waste recycled, will meet the annual targets set for 2012-2013.
- 3.11 The recycling project is progressing as planned for the quarter. Four tenders have been received and evaluated. Approval of the winning tender has been obtained from Committee.

## **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.