

# Appendix A – Performance Board

## Quarter 4 (January 1 to March 31, 2017)

People Measures							
Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
<b>PE1: Enable people to live independently</b>							
Provide an efficient and well-targeted adaptation service	% of adapted properties allocated on a needs basis <b>PE1.1</b>	100% <b>Target &gt;90%</b>	>90%	83.3% (10/12)	>90%	88%	See Action Plan. <b>H&amp;CS</b>
	% of residents very or fairly satisfied with the quality of their new home <b>PE1.2</b>	100% <b>Target &gt;88%</b>	>88%	88% (24/27)	>88%	92%	We received 197 survey responses in 2016/17. 183 were satisfied with the quality of their home. <b>H&amp;CS</b>
<b>PE2: Protect and help support the most vulnerable, including those affected by financial challenges</b>							
Maintain regular contact with tenants, with a focus on those identified as 'vulnerable'	Total number of tenancy audits completed <b>PE2.1</b>	693 <b>Target 750</b>	1,000 (Cumulative)	357	1,000	1,055	A strong performance in the last quarter saw the annual target exceeded. <b>H&amp;CS</b>
	% of successful introductory tenancies <b>PE2.2</b>	100% <b>Target &gt;85%</b>	>85%	92% (38/41)	>85%	96%	167 Introductory tenancies were reviewed during 2016/17. 161 were successfully

							transferred to secure tenancies. <b>H&amp;CS</b>
<b>Process Benefit claims efficiently</b>	Average time for processing new Benefit claims <b>PE2.3</b>	22 days <b>Target &lt;18 days</b>	<18 Days	18 days	<18 days	25.3 days	See Action Plan <b>F&amp;M</b>
	Average time for processing notifications of changes in circumstances <b>PE2.4</b>	11 days <b>Target &lt;8 days</b>	<8 days	5.7 days	<8 days	6.7 days	Performance includes 10 months with Northgate Public Services. Since then work has been brought completely up to date so that future efforts are solely those of SDDC. <b>F&amp;M</b>
<b>PE4: Increase levels of participation in sport, health, environmental and physical activities</b>							
<b>Delivery of sport, health and physical and environmental activity opportunities</b>	Number of sport, health, physical activity and play scheme participations <b>PE4.1</b>	7,980 <b>Target 4,980</b>	5,470	7,272	37,845	39,091	New projects starting and sustaining helped to over achieve. <b>H&amp;CS</b>
	Number of Environmental Education participations <b>PE4.2</b>	8,702 <b>Target 1,300</b>	1,200	4,740	5,250	20,541	Sainsbury's £30,000 for school activities in Swadlincote has been the main factor in the success of this measure. <b>H&amp;CS</b>

	Number of Parklife opportunities <b>PE4.3</b>	382 <b>Target 150</b>	100	376	500	2,408	Good attendances at events during Q4. The year has seen huge growth in participations and activities. Also attracted more than £30k of external funding to help support projects and deliver capital improvements.  <b>H&amp;CS</b>
<b>PE5: Reduce the amount of waste sent to landfill</b>							
<b>Minimise waste sent to landfill</b>	Household waste collected per head of population <b>PE5.1</b>	94.3kgs <b>Target &lt;130kgs</b>	<130kgs	90kgs	<510kgs	403kgs	Work on waste minimisation, particularly through Waste less, Save more, has seen tonnages rise at a slower rate than the population.  <b>E&amp;DS</b>
	% of all collected waste recycled and composted <b>PE5.2</b>	43.4% <b>Target &gt;48%</b>	>45%	43%	>50%	48.4%	See Action Plan.  <b>E&amp;DS</b>

## People Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
<b>PE1: Enable people to live independently</b>						
<b>Support the voluntary and community sector to enable people to maintain living independently</b>	New SDDC Volunteer Policy and development plan approved at committee.	Support promotion of voluntary and community sector to Elected Members.	Achieved	Maintain SDDC grant funding to the voluntary and community sector. <b>PE1.3</b>	Achieved	Consultation event at Gresley Old Hall planned for April 10. Work has started on developing community buildings in Burnaston and Stenson  <b>F&amp;M</b>
<b>Continue to contribute to the county wide review of Disabled Facilities Grants (DFGs)</b>	No actions for Q3.	No actions for Q4.	N/A	All recommendations implemented by April 1, 2017. <b>PE1.4</b>	N/A	N/A  <b>H&amp;CS</b>
<b>Expand the use of Telecare services to increase independence</b>	The 6-month wait for TSA visits meant accreditation was delayed.	Implement recommended changes.	Achieved	Provide a value for money Supported Housing product. <b>PE1.5</b>	Achieved	TSA accreditation booked for April 2017. Report to Housing and Community Services on April 20 about new initiatives.  <b>H&amp;CS</b>
<b>PE2: Protect and help support the most vulnerable, including those affected by financial challenges</b>						
<b>Approval of South Derbyshire as a Dementia friendly District</b>	113 SDDC Staff/Elected Members became 'Dementia Friends'.	Deliver Elected Member and staff dementia awareness sessions.	Achieved	Work progressed towards Dementia Friendly Community status. <b>PE2.5</b>	Achieved	A third of staff (116) trained.  <b>H&amp;CS</b>

Provide a service for homeless applicants which is nationally recognised as delivering 'best practice'	Submission prepared.	Complete accreditation assessment.	Achieved	To attain NPSS Standard for Homelessness PE2.6	Achieved	Assessors onsite March 27-29 with report and feedback booked for May 2017. <b>H&amp;CS</b>
Develop a Community Champion Scheme through volunteer development	Scope of Community Champion Scheme agreed with CVS.	Deliver scheme.	Achieved	Establish approved scheme. PE2.7	Achieved	Volunteering champions attended South Derbyshire Day. Volunteering policy now in place and development plan will continue over next 12 months <b>H&amp;CS</b>
<b>PE3: Use existing tools and powers to take appropriate enforcement action</b>						
Publish and annually review a single Enforcement Policy covering all SDDC regulatory activity	Approved by relevant committees.	Produce relevant updates for quarterly report.	Achieved	Quarterly report on enforcement activity to Overview and Scrutiny Committee. PE3.1	Achieved	Revision of operational procedures has started. 12 complete, 38 remain. <b>H&amp;CS/ E&amp;DS</b>
<b>PE4: Increase levels of participation in sport, health, environmental and physical activities</b>						
Develop a Healthy Communities approach for SD	Work started to support development of BNE1 Healthy Lifestyle section of the Local Plan.	Produce annual report.	Achieved	Work towards Healthy Communities Accreditation PE4.4	Achieved	Draft report produced. Meeting to discuss health impact of planning has taken place. Housing to be included too. <b>H&amp;CS</b>

<b>Develop a Sport, Health and Physical Activity Strategy</b>	Draft strategy completed and being reviewed by strategic partners.	Strategy adopted.	See Action Plan.	Strategy developed and implemented <b>PE4.5</b>	See Action Plan.	See Action Plan. <b>H&amp;CS</b>
<b>PE6: Develop the workforce of South Derbyshire to support growth</b>						
<b>Stage a careers fair for young people and jobseekers</b>	Date set for the Jobs and Skills Fair - April 6, 2017	Start planning 2017 event.	Achieved	Deliver event, review and plan for 2017 fair. <b>PE6.1</b>	Achieved	Preparations advanced for Jobs and Skills Fair on April 6. <b>E&amp;DS</b>
<b>Increasing school engagement to raise aspirations</b>	SDDC supporting strategic and operational working groups.	Agree programme of work for 2017/18.	Achieved	Schools agree to work with SDDC. <b>PE6.2</b>	Achieved	Programme delivered in local secondary schools. Ongoing delivery and looking to extend project for 2017/18. <b>H&amp;CS</b>

## Place Measures

Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
<b>PL1: Facilitate and deliver a range of integrated and sustainable housing and community infrastructure</b>							
<b>Increase the supply and range for all affordable housing provision</b>	Increased supply of affordable homes. <b>PL1.1</b>	11 properties delivered by SDDC in Rowley Court, Swadlincote	Proxy	Not Available	Proxy	175	During 2016/17 the Council delivered 65 properties, with 110 provided by Registered Providers including Derwent Living and Trent and Dove.  <b>H&amp;CS/ E&amp;DS</b>
<b>Deliver Housing Asset Management Strategy</b>	Deliver against targets set out in the Asset Management Strategy Action Plan. <b>PL1.2</b>	Asset Management Strategy approved by Committee.	No measures have been developed We will continue to monitor actions.	N/A	Targets to be finalised once strategy is adopted.	N/A	As per Q4 target.  <b>H&amp;CS</b>
<b>PL3: Help maintain low crime and anti-social behaviour levels in the District</b>							
<b>Deliver a programme of proactive interventions to reduce environmental crime</b>	Downward trend in fly-tipping incidents. <b>PL3.1</b>	536 <b>Target &lt;507 (cumulative)</b>	<676	758	<676	758	See Action Plan.  <b>E&amp;DS</b>
<b>PL4: Connect with our communities, helping them to feel safe and secure</b>							
<b>Reduce number of noise complaints</b>	Reduce number of noise complaints. <b>PL4.1</b>	6.1 <b>Target &lt;4.8</b>	<4.6 complaints per 1,000 people.	5.4	<4.6 complaints per 1,000 people.	5.4	See Action Plan.  <b>E&amp;DS</b>

**PL6: Deliver services that keep the District clean and healthy**

<p><b>Reduce contaminated risk rating of land</b></p>	<p>Number of contaminated land assessments <b>PL6.1</b></p>	<p>1 <b>Target 1</b></p>	<p>1</p>	<p>1</p>	<p>4</p>	<p>4</p>	<p>SDDC directed phase 1 assessment of Staley Close, Swadlincote to define environmental and Geotechnical constraints on developing the site. Target met for the year.</p> <p><b>E&amp;DS</b></p>
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## Place Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
<b>PL1: Facilitate and deliver integrated and sustainable housing and community infrastructure</b>						
<b>Deliver an adopted South Derbyshire Local Plan, Parts 1 &amp; 2</b>	Regulation 19 consultation undertaken.	Examination in public of Local Plan Part 2.	See Action Plan.	Plan adopted. <b>PL1.3</b>	See Action Plan.	See Action Plan. <b>E&amp;DS</b>
<b>Increase the supply and range of affordable housing provision</b>	Draft document completed. Further internal consultation and data input required.	Adoption of Supplementary Planning Document (SPD).	See Action Plan.	Framework to review rural housing needs. Develop affordable housing SPD. <b>PL1.4</b>	See Action Plan.	See Action Plan. <b>H&amp;CS</b>
<b>Consider the introduction of a Community Infrastructure Levy (CIL)</b>	Delayed due to awaiting Government white paper which could change policy on and planning obligations.	Review of decision.	N/A	Informed decision made. <b>PL1.5</b>	N/A	The review of CIL found shortcomings and made recommendations to the Government. The outcome is unknown. Updates to be provided in 2017/18. <b>E&amp;DS/F&amp;M</b>
<b>PL2: Enhance understanding of the planning process</b>						
<b>Support the development of Neighbourhood Plans</b>	The screening report for the Repton Neighbourhood Plan was consulted upon.	Provide support to interested parties.	Achieved	Number of plans supported <b>PL2.1</b>	Achieved	Repton and Melbourne plans still in development Presentation made at Willington Parish Council in March. <b>E&amp;DS</b>

**PL3: Help maintain low crime and anti-social behaviour levels**

<p><b>Review, publish and deliver the Safer South Derbyshire Community Safety Partnership Plan</b></p>	<p>Actions delivered against all six priority themes.</p>	<p>Carry out annual review of Partnership Plan</p>	<p>Achieved</p>	<p>Plan published. Actions within the plan delivered. <b>PL3.2</b></p>	<p>Achieved</p>	<p>New Partnership plan approved. Priorities include acquisitive crime and offender management ASB and alcohol harm and substance misuse.  <b>H&amp;CS</b></p>
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**PL5: Support provision of cultural facilities and activities**

<p><b>Introduce and progress the Sport, Recreation and Open Space Facility Strategy</b></p>	<p>Initiation of Melbourne Sports Park site development plan for future pitch and facility developments.</p>	<p>Review strategy action plan.</p>	<p>Achieved</p>	<p>Number of facilities enhanced. <b>PL5.1</b></p>	<p>Achieved</p>	<p>The strategy has provided an evidence base for developer contribution requests, planning negotiations and attracting financial support. The action plan has been refreshed.  <b>H&amp;CS</b></p>
<p><b>Implement and manage the leisure facility capital build programme</b></p>	<p>Melbourne Sports Park building and site operational, supporting member clubs and new activities.</p>	<p>Complete Chestnut Avenue community facility in Midway.</p>	<p>Achieved</p>	<p>Facilities completed.  External investment and grants brought to District. <b>PL5.2</b></p>	<p>Achieved</p>	<p>Melbourne Sports Park and Midway Community Centre operational, with the latter seeing a growing number of regular bookings.  <b>H&amp;CS/F&amp;M</b></p>

<p><b>Introduce and progress the District Cycle Plan, including an annual cycle event</b></p>	<p>Findern, Linton and Belmont Primary Schools held Early Rider sessions.</p>	<p>Produce 2017/18 delivery plan.</p>	<p>Achieved</p>	<p>Develop and implement action plan.  Number of opportunities offered <b>PL5.3</b></p>	<p>Achieved.</p>	<p>Significant progress has been achieved during the year with the hosting of the Women's Tour, development of a stakeholder group and a cycle hub provision. Plans for 2017/18 agreed. Infrastructure routes provided to County Group and community event planned for summer.  <b>H&amp;CS</b></p>
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**PL6: Deliver services that keep the District clean and healthy**

<p><b>Ensure that food, water, housing, land and air all meet designated standards for human health</b></p>	<p>Air quality report taken to the Health Protection Board.</p>	<p>Implement the proposed changes to the air quality monitoring network.</p>	<p>Achieved</p>	<p>Air Quality meets Directive 2008/50/EC and the Air Quality Strategy standard. <b>PL6.2</b></p>	<p>Achieved</p>	<p>No changes to be made to the air quality monitoring network.  <b>E&amp;DS</b></p>
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## Progress Measures

Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
<b>PR2: Unlock development potential and ensure the continuing growth of vibrant town centres</b>							
<b>Delivery of Swadlincote Townscape project</b>	Number of target buildings offered grants. <b>PR2.1</b>	<b>3 Target 1</b>	0	0	2	5	High level of interest. 1 grant awarded; 1 underway; 3 to be complete in the early part of the new fiscal year.  <b>E&amp;DS</b>
<b>PR3: Work to maximise the employment, training and leisure uses of The National Forest by residents and increase the visitor spend to tourists</b>							
<b>Support the development of the tourism sector</b>	Tourist Information Centre enquiries handled. <b>PR3.1</b>	<b>9,027 Target &gt;5,000</b>	>5,000	10,482	>20,000	44,315	English Tourism Week supported. Spring edition of What's On published. National Forest Tourism Business Forum staged at Calke Abbey.  <b>E&amp;DS</b>
<b>PR5: Provide business support and promote innovation and access to finance, including in rural areas</b>							
<b>Maximise the prosperity of businesses in South Derbyshire through the delivery of the Better Business Regulation Partnership</b>	Number of food businesses which have a Food Hygiene Rating score of 5. <b>PR5.1</b>	<b>83.9% Target &gt;75%</b>	>75%	84.1%	>75%	84.1%	The positive publicity given to 5 star food businesses has encouraged an improvement in the local food business sector.  <b>E&amp;DS</b>
	Number of registered food businesses active in the District <b>PR5.2</b>	<b>837 Target &gt;790</b>	>790	828	>790	828	Reflects our continuing free support to food businesses.  <b>E&amp;DS</b>

## Progress Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
<b>PR1: Work to attract further inward investment</b>						
<b>Launch new Economic Development Strategy</b>	The new strategy was adopted and launched.	Adopt strategy.	Achieved	New five-year strategy launched and actions from it delivered. <b>PR1.1</b>	Achieved	Delivery of strategy underway, including new online marketing material, business start-up workshop and stakeholder event for schools and businesses focusing on the employability of young people.  <b>E&amp;DS</b>
<b>PR2: Unlock development potential and ensure the continuing growth of vibrant town centres</b>						
<b>Delivery of Swadlincote Townscape Project</b>	Two Townscape TV Sessions delivered to schools with Environmental Education Project Team and Burton TV.	Deliver start of Heritage Trail and submit funding application.	Achieved	Delivery of Activity Plan. <b>PR2.2</b>	Achieved	Trail research completed, final checks being made by Magic Attic. First successful funding application confirmed: £700 from East Midlands Airport. Launch event booked for August. Work on the activity plan has progressed to timetable and to budget.  <b>E&amp;DS</b>

	Delay due to changes being required.	Completion of works to Diana Memorial Garden.	See Action Plan.	Enhancement of Diana Memorial Garden. <b>PR2.2</b>	See Action Plan.	See Action Plan. <b>E&amp;DS</b>
<b>Organise and/or support town centre events</b>	Events included Christmas Lights, International Food and Drink Festival and Xmas Mega Market.	Events delivered and/or supported	Achieved	Events delivered and/or supported. <b>PR2.3</b>	Achieved	Events included the Swadlincote Pancake Races, which attracted 40 local businesses and organisations, and a successful first Swadlincote Makers Market with arts, crafts, food and drink stalls. <b>E&amp;DS</b>
<b>PR4: Help to influence and develop the infrastructure for economic growth</b>						
<b>Review and update the Infrastructure Delivery Plan</b>	An initial review was completed, but changes to sites meant further review work had to be undertaken.	Support the delivery of the plan.	See Action Plan.	Plan published. <b>PR4.1</b>	See Action Plan.	See Action Plan. <b>E&amp;DS</b>

## Outcomes Measures

Action	Measure	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Detail
<b>O1: Maintain financial health</b>							
<b>Deliver a balanced general fund</b>	5-year General Fund reserve balance is a minimum of £1m by 2021. <b>O1.1</b>	Annual target	Annual target	Annual target	General Fund Reserve balance at £6.2m as at March 31, 2017.	Achieved	Balance projected to be £7.6m, as reported to the Council in February 2017. <b>F&amp;M</b>
	A balanced General Fund budget by 2018/19. <b>O1.2</b>	Annual target	Annual target	Annual target	A strategy and savings plan agreed by the Council.	Achieved	Action to generate £850,000 budget savings agreed by the Council in February 2017. <b>F&amp;M</b>
<b>Maximising income</b>	Generate income from New Homes Bonus, Business Rates and sweating of assets <b>O1.3</b>	Annual target	Annual target	Annual target	Income from Business Rates/New Homes Bonus is £6m at March 2017.	Achieved	Income was £6.3m, as reported to the Council in February 2017. <b>F&amp;M</b>
<b>Maximise rental income to help the Council do more with less</b>	Rent collected from current and former tenants as % rent due (excluding arrears b/f) <b>O1.4</b>	100.06% <b>Target 99.9%</b>	99.9%	100.55%	99.9%	100.55%	£12,511,619 collected against rent debt of £12,541,651. (void loss £98,252). <b>H&amp;CS/F&amp;M</b>
<b>O3: Enhance environmental standards</b>							
<b>Strive to be more energy efficient.</b>	Annual improvements in the energy consumption of public buildings <b>O3.1</b>	4.27% increase <b>Target 3% reduction</b>	3% reduction	7.36% (118 MWh)	3% reduction	1.40%	See Action Plan. <b>E&amp;DS</b>

O4: Maintain a skilled workforce

<p><b>Strengthen measures and support employees to reduce absence due to sickness/ill health</b></p>	<p>The average working days lost per employee is less than 8 days per year (2 days per quarter) <b>O4.1</b></p>	<p>2.59 days <b>Target &lt;2 days</b></p>	<p>&lt;2 days</p>	<p>2.98 days</p>	<p>&lt;8 days</p>	<p>9.91 days</p>	<p>See Action Plan. <b>F&amp;M</b></p>
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## Outcomes Projects

Action	Last quarter	Q4 target	Q4 actual	2016/17 target	2016/17 actual	Details
<b>O1: Maintain financial health</b>						
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. <b>O1.5</b>	Achieved	This was completed on a broad basis. The main priority in the Council's MTFP is sustainability given the need to make budget savings ahead of 2018/19. However, the budget round identified and allocated resources to meet demand for services arising from the growth of the District. This will be invested in priorities to deliver People, Place and Progress themes.
Explore potential commercialisation opportunities and identify areas for competing with the private sector	Charging conservation advice to other organisations progressed and Building Control services promoted through Business Breakfast.	Deliver reviews.	Achieved	Explore potential commercialisation opportunities and identify areas for competing with the private sector. <b>O1.6</b>	Achieved	Business improvement project initiated in Community and Planning and service areas identified which could be developed for revenue potential, such as conservation and tree advice.  <b>All Committees</b>

## O2: Achieve proper corporate governance

<b>Maintain a proper Risk Management Framework</b>	Updated registers shown as appendices to the Performance Board.	Update registers for next committee cycle.	Achieved	Strategic and service risk registers reviewed, updated and reported to Committees on a quarterly basis. <b>O2.1</b>	Achieved	Strategic and service risk registers reviewed, updated and reported to Committees on a quarterly basis. <b>All Committees</b>
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## O3: Enhance environmental standards

<b>Maintain ISO 14001 certification</b>	External surveillance audit due 23-25 January 2017.	Ensure continual compliance with ISO 14001 and reflect process outcomes into Corporate and Service Plan action setting for 2017/18.	Achieved	Achieve ISO 14001 certification <b>O3.2</b>	Achieved	External audit complete. The auditors have confirmed that we will be reaccredited. 5 minor non-conformities identified are being addressed. <b>E&amp;DS</b>
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## O4: Maintain a skilled workforce

<b>Maintain a skilled workforce</b>	The national Standard for IIP has changed and it is proposed to attain accreditation in 2017/18.	Retain Investors in People Standard.	N/A	Investors in People standard for staff development maintained. <b>O4.2</b>	N/A	As per last quarter update. <b>F&amp;M</b>
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## O5: Maintain customer focus

<b>Design and deliver a new website that allows customers to find information easily</b>	Icons also produced. Content, structure and online forms progressing.	New website launched.	See Action Plan	New website launched. <b>O5.1</b>	See Action Plan.	See Action Plan. <b>F&amp;M</b>
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## O6: Be aware of and plan for financial, legal and environmental risks

<p><b>Improve resilience to the local impacts of climate change and emergency responses.</b></p>	<p>A draft climate change adaptation strategy (Climate Ready) was produced</p>	<p>Implement climate change mitigation and adaptation plan in line with consultation outcomes</p>	<p>See Action Plan</p>	<p>Deliver campaigns to mitigate and aid adaptation of climate change and flooding. <b>O6.1</b></p>	<p>Achieved</p>	<p>See Action Plan <b>E&amp;DS</b></p>
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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.