

## POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Environment and Community Panel		
DATE:	2 April 2019		
TITLE:	Corporate Performance Monitoring Q3 2018-19		
TYPE OF REPORT:	Monitoring		
PORTFOLIO(S):	Performance		
REPORT AUTHOR:	Ged Greaves		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

### **REPORT SUMMARY/COVER PAGE**





<b>PURPOSE OF REPORT/SUMMARY:</b>
<p>The corporate performance monitoring report is in place to monitor progress against agreed performance indicators for the year. The report contains information on the corporate performance monitoring undertaken during Q3 2018-19.</p>
<b>KEY ISSUES:</b>
<p>Performance indicators for 2018-19 have been agreed by Portfolio Holders and Executive Directors as the key performance measures for the year; they cover all directorates. These indicators are reported quarterly to the Corporate Performance Panel.</p> <p>This monitoring report highlights specific performance issues; where indicators have not met agreed targets they are drawn out into an action report, which provides additional detail on what actions are being taken to correct performance that has a variance to target.</p> <p>The Q3 2018-19 monitoring report shows that of the 14 indicators, 5 targets have been met and performance has improved against target for 6 of the indicators.</p>
<b>OPTIONS CONSIDERED:</b>
<p>Not applicable.</p>
<b>RECOMMENDATIONS:</b>
<p>The Panel is asked to</p> <ol style="list-style-type: none"><li>i. Review the performance monitoring report</li><li>ii. Agree the actions outlined in the Action Report.</li></ol>
<b>REASONS FOR RECOMMENDATIONS:</b>
<p>To demonstrate that the Council monitors and puts in place appropriate actions to correct performance that has a variance to the set target, to assist us in meeting our statutory duty to try and secure continuous improvement.</p>



## 1. Introduction

- 1.1 The council's performance management framework includes quarterly monitoring and reporting of performance. Each quarterly performance report is presented to the Corporate Performance Panel and made available to all councillors and portfolio holders for information on the council's intranet, Insite.
- 1.2 Corporately there are 50 performance indicators for 2018-19 and these have been agreed by portfolio holders and executive directors as the key performance measures for the year. Of this 50, 14 relate to the Environment and Community Panel's remit and these are reported in full in the performance monitoring report – Q3 2018-19.
- 1.3 Exception reporting is used whereby those indicators that have not met their target are drawn out into an action report. This report focuses attention on adverse performance. In addition to the notes shown on the full report, senior managers provide information on the actions being taken to bring performance in line or reasons why this cannot happen.
- 1.4 Indicators and targets are agreed by portfolio holders and executive directors. As part of its work programme, the panel may wish to consider the indicators within its remit and make recommendations regarding future performance measures and targets.

## 2. Monitoring Report - Key points from the Q3 2018-19 performance monitoring report

- 2.1 The following tables summarise the council's current performance levels, comparing performance to the previous quarters.

		Number of indicators				Indicator
		Full Year 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	
Performance has improved		5	6	6	6	CC 6,7,8a CO 1b,2,7
Performance has not improved		4	1	2	2	CO 1a, EP 4
Performance has met and continues to meet target		0	0	0	0	
Performance remains unchanged and below target		0	0	0	0	
Other: <ul style="list-style-type: none"> <li>• reported annually</li> <li>• new indicator</li> <li>• monitor only</li> </ul>		4	7	6	6	CE1,2,3,4,5 CC 8b
<b>Total number of indicators</b>		<b>13</b>	<b>14</b>	<b>14</b>	<b>14</b>	

	Number of indicators				Indicator
	Full Year 2017-18	Q1 2018-19	Q2 2018-19	Q3 2018-19	
Performance target met 	7	6	7	5	CC 6,7,8a CO 1a, EP 4
Performance target not met 	5	0	0	1	CO 7
Other: <ul style="list-style-type: none"> <li>• annual figure reported</li> <li>• no quarterly target</li> <li>• monitor only</li> </ul>	1	8	7	8	CE1,2,3,4,5 CC 8b CO 1b,2
Total number of indicators	13	14	14	14	

### 3. Issues for the Panel to Consider

Members should review the attached analysis of achievement of the agreed performance indicators for the year. The Action Report should then be reviewed to ensure areas which have not met target are appropriately addressed.

### 4. Corporate Priorities

Performance indicators are developed to monitor key activities many of which directly underpin the achievement of the council's Corporate Business Plan.

### 5. Financial Implications

None

### 6. Any other Implications/Risks

None

### 7. Equal Opportunity Considerations

None

### 8. Consultation

Management Team, senior officers and portfolio holder

### 9. Conclusion

Management Team actively monitors this information on a regular basis and uses the information highlighted on the action report to gain an understanding of the reasons for the levels of performance that have been reported. Members should use the report to assess the actions outlined in the action report which the panel is asked to agree.

### 10. Background Papers


Corporate Business Plan 2015/16 – 2019/20

# Performance Monitoring Action Report Q3 2018-19


Borough Council of  
**King's Lynn &  
West Norfolk**










This report highlights indicators that have not met target for Q3 2018-19 and is a supporting document to the Performance Monitoring Q3 2018-19 report. Comments / actions are recorded to help evidence performance management undertaken by the Council.

<b>Status</b>	 This indicator has not met the target.
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## Performance Indicators Q3 2018-19

Ref	Name	2018/19 Target	Q3 2018/19 cumulative performance	Q3 2018/19 (Oct-Dec) performance	Status	Notes	Actions
CO7	No of brown bins in use for composting	27,000	26,451	–		A recent data cleansing operation identified approximately 1,900 duplicate records. The problem has arisen from an IT system error, budget monitoring indicates the service will finish the financial year in surplus.	Work is ongoing to address the IT system issue.








<b>Status</b>	 Indicator has not met the target	 Indicator has met target	 New 2018-19 indicator
<b>Trends</b>	 The value of this indicator has improved	 The value of this indicator has worsened	  The value of this indicator has not changed

Actions being taken on indicators that have not met target are outlined on the accompanying Action Report







### Chief Executive Services

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CE1	2	No of suspected licensable HMOs that are inspected and/or licensed	Aim to maximise	-	100	51	-		2018/19 Q1 30 Q2 10 Q3 11
CE2	2	No of people presenting to Housing Options team for a service	Aim to minimise	-	-	1,171	-		Monitor only
CE3	2	No of unintentional priority homeless acceptances	Aim to minimise	64	-	-	-		The reporting for this indicator is on hold while software issues are resolved
CE4	2	No of new affordable housing completions	Aim to maximise	-	225	-	-		Reported annually
CE5	2	Spend on bed and breakfast accommodation	Aim to minimise	£16,641	-	£44,615	-		Q1 9 cases, total of 74 days Q2 22 cases, total of 242 days Q3 18 cases, total of 313 days Launch of new temporary accommodation at Broad Street will take place during Q4

### Central and Community Services

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CC6	6	% of Careline alarms installed within 10 days from date of enquiry	Aim to maximise	79.0%	85.0%	95.6%			
CC7	6	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	Aim to minimise	35.4	35.0	28.0			
CC8a	6	Time taken (in weeks) from first visit to completion of work on Adapt passported cases with a value under £6,000	Aim to minimise	23.0	20.0	19.0			
CC8b	6	Time taken (in weeks) from first visit to completion of work on Adapt grant means-tested cases with a value under £6,000	Aim to minimise	-	35.0	-	-		The Housing Assistance Policy – Mandatory and Discretionary was approved by Cabinet in August. The monitoring of this indicator will commence once the data becomes available.

**Commercial Services**

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
CO1a	3	Average response time for removal of fly-tips (days)	Aim to minimise	0.7	1.0	1.0			
CO1b	3	Number of flytipping incidents recorded	Aim to minimise	1,512	–	1,037	–		Monitor only 2017/18 Cumulative figures Q1 405 Q2 787 Q3 1,076 Q4 1,512
CO2	3	Total of waste recycled and composted (tonnage)	Aim to maximise	27,580	27,850	22,240	–		
CO7	3	No of brown bins in use for composting	Aim to maximise	26,648	27,000	26,451			A recent data cleansing operation identified approximately 1,900 duplicate records. The problem has arisen from an IT system error, budget monitoring indicates the service will finish the financial year in surplus.

**Environment and Planning**

Ref	Link to Corporate Priority	Name	Good Performance	2017/18 full year perf.	2018/19 target	Q3 2018/19 cumulative performance	Q3 2018/19 status	Versus this time last year	Note
EP4	3	Premises rated 3 or above in accordance with the food hygiene rating system	Aim to maximise	96.5%	95.0%	96.2%	