

## POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Regeneration and Development Panel		
DATE:	9 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, 10 targets have been met.</p>
<b>OPTIONS CONSIDERED:</b>
<p>Not applicable.</p>
<b>RECOMMENDATIONS:</b>
<p>The Panel is asked to:</p> <ul style="list-style-type: none"><li>i. Review the performance monitoring report</li></ul>
<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 Regeneration and Development 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		1	3	3	2	EP3b,3c
Performance has not improved		3	0	1	2	EP3a,3d
Performance has met and continues to meet target		1	2	1	1	EP5
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	9	9	9	EP6,7,8 CO8a,8b, 9a,9b,10a, 10b
<b>Total number of indicators</b>		<b>9</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 	6	10	10	10	EP3a,3b,3c 3d,5,6,8 CO8a, 9a, 10a
Performance target not met 	3	0	0	0	
Other: <ul style="list-style-type: none"> <li>• reported annually</li> <li>• figure not available</li> <li>• monitor only (no target set)</li> </ul>	0	4	4	4	EP7 CO8b, 9b, 10b
Total number of indicators	9	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. There is no action report as no indicators have under-performed in quarter 3.

### 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






<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

### 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
EP3a	2	Processing of <b>major</b> development applications	Aim to maximise	100.0%	60.0%	92.0%			
EP3b	2	Processing of <b>non-major</b> development applications	Aim to maximise	84.2%	70.0%	93.0%			
EP3c	2	% of decisions on applications for <b>major</b> development that have been overturned at appeal, measured against total number of major applications determined	Aim to minimise	2.3%	10.0%	2.4%			
EP3d	2	% of decisions on applications for <b>non-major</b> development that have been overturned at appeal, measured against total number of non-major applications determined	Aim to minimise	0.6%	10.0%	1.0%			
EP5	2	% of standard land charges searches carried out within 10 working days	Aim to maximise	100%	95%	100%			
EP6	2	% of applications refused	Aim to minimise	7.36%	10%	6.85%			
EP7	2	% of refused applications then appealed/lodged	Aim to minimise	26.41%	–	54.16%	–		Monitor only
EP8	2	% of appeals allowed	Aim to minimise	35.71%	35%	15.38%			13 appeals - 2 allowed

**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
CO8a	3	No of residential houses commenced - NORA	Aim to maximise	-	50	50			
CO8b	3	No of residential house sales completed - NORA	Aim to maximise	-	38	9	-		17 - exchanged and reserved 2 - early bird reservation 5 - yet to be released
CO9a	3	No of residential houses commenced - Marsh Lane	Aim to maximise	-	130	130			
CO9b	3	No of residential houses sales completed - Marsh Lane	Aim to maximise	-	86	60	-		16 - exchanged and reserved 30 - early bird reservation 8 - yet to be released
CO10a	3	No of residential houses commenced - Lynnsport 4/5	Aim to maximise	-	89	89			
CO10b	3	No of residential houses sales completed - Lynnsport 4/5	Aim to maximise	-	39	3	-		9 - exchanged and reserved 9 - early bird reservation 48 - yet to be released