

Appendix A – Quarter 3 Performance Report (October to December 2014)

Section 1: Key Performance Indicators

- Red/Amber/Green rated against the estimated end of year position and not the current period.
- Red – Minimum standard not achieved
- Amber – Achieved or exceeds minimum standard
- Green – Achieved or exceeds achievable standard

Portfolio holder	Financial Resources	Performance					
		Minimum Standard	Achievable Standard	2013/14 actual	Previous Period	Current Period	Estimated Year End
Cllr E Jolly	Council Tax Collected against budget	-0.50%	0%	+3.10%	+5.0%	4.82%	4.82%
Cllr E Jolly	Retained Business Rates against budget	-0.50%	0%	-2.06%	+3.7%	2.68%	2.68%
Cllr E Jolly	Overall Income against budget	> +1.50% < -1.50%	< +1.00% > -1.00%	+2.94%	+0.75%	1.57%	1.57%
Cllr E Jolly	Investment interest against budget	-0.05%	0%	0.80%	+54.9%	2.50%	2.50%
Cllr E Jolly	Overall Expenditure against budget	> +1.50% < -1.50%	< +1.00% > -1.00%	+1.20%	+0.23%	-0.20%	-0.20%
Cllr E Jolly	Net Capital expenditure against budget	< -20% > +11%	> +1% < -10%	-50.2%	-14.3%	-70.00%	-70.00%
Cllr E Gould	Planning Application income against budget	-0.50%	0%	+12.5%	-17.04%	7.03%	7.03%

	Staffing Resources	Performance					
		Minimum Standard	Achievable Standard	2013/14 actual	Previous Period	Current Period	Estimated Year End
Cllr L Turner	Retention Rate of Experienced Employees	95.5%	97.5%	98.9%	95.88%	93.75%	95.00%
Cllr L Turner	Voluntary Leavers Rate	9%	6%	8.37%	1.40%	0.76%	2.3%
Cllr L Turner	Working Time Lost to Sickness	4.5%	3.9%	3.57%	2.96%	4.39%	6.00%
Cllr L Turner	Spend on Training and Development	£475	£600	£644.13	£131.95	£158.77	£556.23

Portfolio holder	Customer and Service Excellence	Performance					
		Minimum Standard	Achievable Standard	2013/14 actual	Previous Period	Current Period	Estimated Year End
Cllr M Wassell	Quality of Customer Contact	92%	94%	95.4%	92.92%	94.14%	94.00%
Cllr M Wassell	Customer Contact Abandonment Rate	13%	8%	7.4%	21.00%	18.60%	13.50%
Cllr E Jolly	Formal Complaint Handling - % of complaints escalated from Stage 1 to Stage 2	4%	2%	0.92%	10.53%	11.76%	12.70%
Cllr L Turner	Satisfaction with Waste & Recycling service	87%	90%	88.44%	90.30%	90.30%*	90.30%
Cllr L Turner	Satisfaction with Street Cleanliness	83%	85%	84.5%	78.00%	78.00%*	78.00%
Cllr L Turner	Satisfaction with Grounds Maintenance	76%	81%	80.00%	74.00%	74.00%*	74.00%
Cllr L Turner	Satisfaction with Leisure Centres	82.0%	85.0%	85.3%	85.30%	85.40%	86.00%

* Figures relate to latest satisfaction survey results received in Quarter 2

Portfolio holder	Service Specific	Performance					
		Minimum Standard	Achievable Standard	2013/14 actual	Previous Period	Current Period	Estimated Year End
Cllr L Turner	Waste Sent for Recycling and/or Composting	37%	41%	36%	40.69%	Known lagging indicator	39.5%
Cllr L Turner	Reliability of Refuse and Recycling Collection Service	11	10	13	18 No.	15 No.	14 No.
Cllr L Turner	Anti-social Behaviour Cases Resolved	12	18	21	21 No.	27 No.	30 No.
Cllr M Wassell	Availability of Core ICT Systems	99.90%	99.95%	99.99%	No data provided	No data provided	No data provided
Cllr E Jolly	Housing Benefit Error Rate	0.48%	0.35%	0.21%	0.27%	0.25%	0.35%
Cllr E Gould	Major Planning Applications Allowed on Appeal	<20%	10%	0.95%	0.95%	0.00%	<10%
Cllr E Gould	Compliance with Planning Application Statutory Timescales	84%	86%	83%	94.00%	97.00%	84.00%
Cllr E Gould	Prevention and Relieving of Homelessness (No. of potentially homeless cases diverted from homelessness per 1,000 households)	6.0	7.0	7.9	4.2 No.	2.4 No.	8.9 No.
Cllr Ian Sherwood	% of Food Businesses with a National Food Hygiene Rating of 'Satisfactory' (3 stars) or above	87.00%	95.00%	N/A	97.70%	97.57%	96.50%
Cllr M Kiddle-Morris	Commercial Property Portfolio Occupancy Levels	90.0%	93.0%	94.0%	98.00%	98.00%	94.00%

Section 2: Corporate Projects

- Red/Amber/Green rated.
- Red - will not meet requirement
- Amber - some concerns over ability to meet requirements
- Green - project on track to deliver requirements

Portfolio Holder	Project Title	Objectives / Deliverables	Summary including remedial actions required to ensure project on track	Risks being managed	Project on Track (budget and time)	Project Likely to realise benefits
Cllr M Kiddle-Morris	Local Asset Backed Vehicle (LABV)	<ul style="list-style-type: none"> • To successfully procure a Private Sector Partner (PSP) with whom to enter into a LABV joint venture company • To incorporate the LABV with structures, agreements, governance and a business plan that promotes delivery against the Council's drivers for change: <ul style="list-style-type: none"> ○ Step change in financial performance of asset base ○ Accelerate Growth in the District ○ Provide a Vehicle to Enable Stalled Projects to Proceed ○ Provide a Vehicle for Regeneration 	<ul style="list-style-type: none"> • In final procurement stage (financial and legal close) • Council expected to take decision on 26 March whether to enter into the contract for a LABV Joint Venture • Budget and risks being managed via the governance of an internal Project Board 	Yes	Yes	Yes
Cllr E Jolly	Constitution Review	<p>To complete a fundamental review of the Constitutions of both Council.</p> <ul style="list-style-type: none"> • To update both Constitutions in the light of legislative change e.g. Localism Act 2011 • To align language of Constitutions where possible • To align format where possible to support ease of navigation for officers • To reduce where possible, the bureaucratic burdens within the Constitutions • To speed up decision making where appropriate • To clarify roles and delegations • To simplify updating procedures for the future. 	Full review of Constitution to recommence after May 2015, however a review of officer delegations continues and will be brought before Council shortly.	On hold	On hold	On hold

Portfolio Holder	Project Title	Objectives / Deliverables	Summary including remedial actions required to ensure project on track	Risks being managed	Project on Track (budget and time)	Project Likely to realise benefits
Cllr M Wassell	Continued improvements to the Shared Management Team working including ICT	<ul style="list-style-type: none"> To complete a programme of works by the end of 2014 to improve and transform the experience of Shared Management ICT through investment in Cloud Based technology, South Holland and Breckland ICT infrastructure. 	<ul style="list-style-type: none"> Not Updated 	Not Updated	Not Updated	Not Updated
Cllr I Sherwood	Review of Corporate Improvement and Performance functions	<ul style="list-style-type: none"> Identify the current strengths and weaknesses in the strategic management of contracts; procurement; performance management, business development and intelligence and customer demand insight Assess capacity and capabilities within the functions to exploit the opportunities and address the weaknesses identified; deliver on the organisational requirements and needs and member/senior managers' aspirations Assess the potential benefits of joined-up provision on procurement, contracts, performance and business improvement Provide a performance improvement system that is effective and appropriately scaled to meet the needs of the organisations Provision of services that will support the organisations in the development of its services and business development activities. 	<p>Consultation on the structural review of the Corporate Improvement and Performance Team has concluded. Recruitment activity is due to commence in Q4.</p> <p>New Corporate Plan for 2015-19 has been drafted and due to go through the committee process in Q4.</p> <p>Performance framework to be revised in Q4 to align with corporate plan.</p>	Yes	Yes	Yes
Cllr L Turner	Green Waste	To review the green waste service and look for further efficiencies	Targeted marketing postponed due to resources being directed to the introduction of the new recycling scheme. Targeted approach to recommence April 2015.	On hold	On hold	On hold
Cllr E Gould	Investigate shared IT and Housing Allocation platform	To examine the potential savings from the joint procurement of a shared IT platform for housing register and housing allocation functions across three councils; SHDC, KLWN, BDC	Service working with preferred supplier on final details	Yes	Yes	Yes