



Finance and Performance Sub-Committee 8 July 2019

Quarterly Performance Reporting – Quarter 4 2018/19

Purpose of report

This report provides Members with high level information about performance across the council in relation to agreed performance indicators and other statistics that support the monitoring of performance. Areas of achievement are also identified.

Attachment(s)

Appendix A: Quarter 4 Performance Highlights report – April 2018 to March 2019

1.0 Background

- 1.1 In order to monitor and report on the council's performance, quarterly performance clinics are held for each service area.
- 1.2 The purpose of the clinics is to assess how service areas are progressing towards delivering key priorities and outcomes, identify problem areas and develop corrective actions where required, provide peer challenge and identify and record good performance. The result is a high level report for Members focussing on the key areas of interest.

2.0 Performance Clinics

- 2.1 The performance clinic report for each service area includes information on all performance indicators, achievements and workforce statistics. The Corporate Performance Clinic which is then held with the Corporate Management Team contains the key priority performance indicators, mandatory training information and workforce statistics for the whole organisation.
- 2.2 The Quarter 4 performance clinics for 2018-19 took place in April and May 2019. Clinics were attended by the Heads of Service, Middle Managers, Executive Directors, the Chief Executive and Performance Officers.
- 2.3 The Performance Officers discussed and challenged each section of the detailed performance report and those at the clinics agreed which items should be reported to Committee.
- 2.4 An overall performance report has been prepared for this Sub Committee and is attached at Appendix A. The report contains:
 - A summary of performance across the council
 - Key Performance Indicators which have been underperforming for two (or more) consecutive reporting periods.
 - Measures that are linked to an established Government target
 - Measures that service areas have chosen to add to show good performance
 - Employment statistics
 - Service area achievements
- 2.5 Explanations are provided against performance indicators to give context to the quarter's performance. Heads of Service may attend the Sub Committee meeting to provide further information where necessary.

3.0 Quarter 4 Report – Key Points

3.1 The report indicates that for Quarter 4 2018-19, 65% of Key Priority Measures are performing at or above the required standards.

3.2 Fifteen measures under-performed in the quarter, but only seven are recorded and explained in detail in the Appendix as they have underperformed for two or more consecutive periods of reporting, indicating a potential longer term issue.

3.3 Planning measures with a Government target are all within tolerance or over-performing (Section 2.2 and 2.3 of Appendix A) :

- % major planning applications processed within 13 weeks (rolling 2 year period)
- % non-major applications (minor and other) processed within 8 weeks (rolling 2 year period)
- % of major application decisions overturned at appeal, following a 2 year period
- % of non-major application decisions overturned at appeal, following a 2 year period

3.4 Local planning authorities' performance is assessed on the speed and quality of their decisions on major and non-major applications. Where an authority is designated as underperforming, applicants have had the option of submitting their applications for major and non-major development (and connected applications) directly to the Planning Inspectorate (which acts on behalf of the Secretary of State) for determination. Failure to meet the specified Government two-year rolling targets could lead to the council being so designated. This council is not facing any of these sanctions due to positive management and the hard work of the planning teams.

3.5 Staff absence figures continue to under perform; this is in part due to instances of long-term sick leave.

4.0 Equality and Diversity Implications

4.1 This is an information report for discussion. There are no equality and diversity implications arising.

5.0 Privacy Impact Implications

5.1 There are no privacy implications.

6.0 Legal Implications

6.1 This is an information report for discussion. There are no legal implications arising.

7.0 Risk Management

7.1 This is an information report for discussion. There are no risks arising.

8.0 Resource and Financial Implications

8.1 This is an information report for discussion. There are no financial implications arising unless Members identify areas of significant underperformance that require additional resources to drive improvements. Any proposed action would be subject to a further report and recommendation through the Policy & Resources Committee.

9.0 Constitutional Implications

9.1 There are no constitutional implications arising from this report.

10.0 Implications for our Customers

10.1 This report does not contain any impact on our customers.

11.0 Corporate Outcomes



11.1 The information provided in this report demonstrates how the council is performing in relation to its Corporate Outcomes of:

- Good Quality of Life
- Good Value for Money
- Effective Partnership Working
- Effective Management
- High Quality Service delivery
- Knowledge of our Customers and Communities

12.0 Recommendation

12.1 The Sub Committee is recommended to consider and discuss performance reported for Quarter 4 2018-19 to ensure Councillors have an understanding of the quarter’s underperforming indicators and performance highlights and from this identify any actions to be taken.

(Reason – To improve service provision against performance measures)

Legal	Power: Local Government Act 2000				
	Other considerations:				
Background Papers:					
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Date:					
CFO 27/06/19		MO (Deputy) 27/06/19		CX 27/06/19	