

This Report will be made public on 10 January 2016

**Folkestone**

Hythe & Romney Marsh  
Shepway District Council



Report Number **C/16/92**

**To:** Cabinet  
**Date:** 18 January 2017  
**Status:** Non-Key Decision  
**Head of service:** Suzy Tigwell, Leadership Support Manager  
**Cabinet Member:** Councillor David Monk

**SUBJECT:** QUARTER 2 PERFORMANCE REPORT 2016/17

**SUMMARY:** This report provides an update on the Council's performance for the second quarter of 2016/17, covering 1<sup>st</sup> July 2016 to 30<sup>th</sup> September 2016. The report enables the Council to assess progress against the approved performance indicators for each service area.

**REASONS FOR RECOMMENDATIONS:**

Cabinet is asked to agree the recommendations set out below because:

- a) The Council is committed to monitoring performance across all of its service areas to ensure progress and improvement is maintained.
- b) The Council needs to ensure that performance is measured, monitored and the results are used to identify where services are working well and where there are failings and appropriate action needs to be taken.

**RECOMMENDATIONS:**

1. To receive and note report C/16/92.
2. To note the performance information for quarter 2.

## **1. BACKGROUND**

- 1.1 On the 30<sup>th</sup> June 2016, Cabinet approved the key performance indicators for 2016/17, which would be reported quarterly to CMT and Members.
- 1.2 Appendix 1 provides an update on the key performance indicators within the council for the second quarter of 2016/17, covering the period of 1<sup>st</sup> July 2016 to 30<sup>th</sup> September 2016. This performance report enables the Council to assess progress against the approved performance indicators.
- 1.3 This report provides a comparison between Quarter 2 and Quarter 1. Where the performance indicator is not being achieved explanations have been sought from the relevant Service Manager's and noted in the report.
- 1.4 The key performance indicators which have fallen below target will be monitored more closely and if they do not improve during Quarter 3, the Policy and Improvement Officer will work with the relevant Service Manager to identify appropriate action that can be taken to resolve the situation.
- 1.5 Appendix 2 shows all of the performance indicators being monitored for 2016/17; the Key Performance Indicators have been highlighted in yellow.

## **2. PERFORMANCE ISSUES**

### **Environmental Health**

- The percentage of premises due for inspection, which are completed, is low for this quarter. The reason for this has been due to limited resources. Arrangements have been made for 100 inspections to be undertaken in planned overtime, and long term a member of staff is going to being trained to assist with food inspections.

### **Environmental Health (Enforcement)**

- The number of hours spent on environmental crime patrol has fallen significantly this quarter. Staff resource issues have reduced the number of man hours available during this quarter. In August a duty rota was introduced to ensure that an officer was available at the Council Offices each day to deal with customer calls and allocate jobs as they were received. This had an impact on the resources available for patrolling. Recently a temporary member of staff and a permanent Team Leader have been recruited which should improve performance for quarter 3.

### **Planning**

- The performance figures for the pre-application advice are still below the expected targets; however they have improved since quarter 1. A review of the pre-app service has been put on hold until new members of staff have been employed.

### 3. RISK MANAGEMENT ISSUES

Perceived risk	Seriousness	Likelihood	Preventative action
The Council's strategic objectives are not met.	High	Medium	Monitor progress against performance indicators and take remedial action for those areas where targets and actions are unlikely to be achieved.

### 4. LEGAL/FINANCIAL AND OTHER CONTROLS/POLICY MATTERS

#### 4.1 Legal Officer's Comments

Legal Officer's comments are not required for this report.

#### 4.2 Finance Officer's Comments

Finance Officer's comments are not required for this report.

#### 4.3 Diversities and Equalities Implications (ST)

There are no specific diversity and equality implications arising from this report.

### 5. CONTACT OFFICERS AND BACKGROUND DOCUMENTS

Councillors with any questions arising out of this report should contact the following officer prior to the meeting

Dee Chambers, Policy and Improvement Officer  
Tel: 01303 853508  
Email: [dee.chambers@shepway.gov.uk](mailto:dee.chambers@shepway.gov.uk)

#### Appendices:

Appendix 1: Quarter 2 Key Performance Indicators Report  
Appendix 2 – Performance Indicators 2016/17