

This Report will be made public on 7 April 2017

Folkestone

Hythe & Romney Marsh
Shepway District Council



Report Number **C/16/119**

To: Cabinet
Date: 19 April 2017
Status: Non-Key Decision
Head of service: Suzy Tigwell, Leadership Support Manager
Cabinet Member: Councillor David Monk

SUBJECT: QUARTER 3 PERFORMANCE REPORT 2016/17

SUMMARY: This report provides an update on the Council's performance for the second quarter of 2016/17, covering 1st October 2016 to 31st December 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/16/119.
- 2. To note the performance information for quarter 3.

1. BACKGROUND

- 1.1 On the 30th 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 third quarter of 2016/17, covering the period of 1st October 2016 to 31st December 2016. This performance report enables the Council to assess progress against the approved performance indicators.
- 1.3 This report provides a comparison between Quarter 3 and Quarter's 1 and 2. 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 4, 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

Business Support

- The percentage of fixed penalty notice challenges responded to within 20 working days reduced significantly over quarter 3. The amount of challenges/appeals has increased significantly over the last year due to the number of parking zones that are now in place across the district. Overtime was put in place temporarily to clear the backlog and the January performance figures have improved significantly.

Environmental Health (Enforcement)

- The significant increase in the number of notices served in November was due to the team participating in a targeted Trade Waste Project in Hythe High Street. A total of 161 businesses were visited and of those 42 businesses had notices served on them as they did not comply with the request to produce the trade waste agreement.
- Despite patrol hours dipping due to resource issues, the team has managed to retain its focus on a proactive approach towards enforcement. Patrol hours for Q2 and Q3 have concentrated on hot spot areas reported by customers, which will bring increased enforcement figures in Q4.
- The team continues to work smarter and more effectively to ensure patrol hours are proactively targeting key areas of the district, to ensure opportunities for Enforcement Notices and FPNs being issued is maximised.

Housing Benefits

- Over recent months the benefits service has implemented a number of significant transformation initiatives, including the introduction of new online customer self-service facilities and streamlined back-office processes. This has resulted in more effective use of technology and staff resources as well as the introduction of more flexible customer service functionality. Inevitably there have been some short-term impacts on day to day operational processing performance while these major changes have been implemented. This quarter's performance data confirms that the number of days taken to process housing benefit applications and change of circumstances notifications has increased significantly, resulting in failure to meet the 18 day target. These short-term impacts were not unexpected and the transformation programme included a post-implementation recovery plan which is now underway, including the deployment of extra staff resources to clear outstanding transactions and restore performance standards.

Planning

- December performance's was low due to a number of old applications being dealt with and some planning extension agreements had not been obtained. The Head of Planning has undertaken a restructure of the team to ensure that the management arrangements are more resilient and to ensure this does not occur again.
- The Head of Planning has recently undertaken a restructure of the team to provide additional resilience at manager level with the addition of an additional Development Management Team Leader position.
- Performance has improved significantly since December and will continue to be closely monitored by the Development Manager and Team Leaders so as to ensure we exceed national requirements for determining planning applications in a timely manner whilst also offering a high quality service. The team has managed to retain existing staff and recruit a new Senior Planner to the Major Projects Team during a period of significant pressure county and nationwide on recruitment and retention, with a significant drain of resources from the public to private sector practice occurring across the County.

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

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

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Appendices:

Appendix 1: Quarter 3 Key Performance Indicators Report

Appendix 2 – Performance Indicators 2016/17