
To: **Overview and Scrutiny – 10 March 2009**
Main Portfolio Area **Improvement and Performance**

By: **Sophie Chadwick, Corporate Improvement Manager**

Classification: **Unrestricted**

Summary: **To update Members on the Council's performance so far this year.**

For information

1.0 Introduction and Background

One of the 2007-11 corporate priorities is to "make the best use of our resources to provide residents with high quality, consistent and efficient services". In order to achieve this, the Council has committed to report on its performance quarterly to Cabinet.

This report is designed to inform Members of the Council's performance against the Corporate Plan. Its purpose is to explain the Council's progress in delivering outcomes for the residents of Thanet.

2.0 Progress against the Corporate Plan

2.1 This is the third quarterly performance report for 2008/09, which shows continued good performance against the corporate plan projects. 67 projects are on track (shown as green faces), 17 projects are showing minor slippage (represented by orange faces) with only four projects showing major slippage (represented by red faces). There are 11 projects that are not due any milestones at this stage (shown as white faces).

2.2 Some key highlights include:

- The percentage of planning applications processed on time is over 91%;
- The Domestic Abuse Strategy was launched in November;
- Street cleanliness levels remain on target;
- A successful Green Awareness Week was undertaken in December;
- The number of households in temporary accommodation is well within target having fallen to only 33 households;
- 124 properties occupied by vulnerable persons have been made decent so far this year;
- The Sustainable Community Strategy for East Kent is now available for consultation;
- The council's accommodation programme is well on track with 70% of staff now located in the main building.

2.3 The following areas of concern are being addressed:

- London Array Limited have indicated that their current plans do not include an alongside quay at the port of Ramsgate.

- The project to achieve two green flags is being affected by funding issues.
- Rent collection levels remain below target.
- The percentage of non-domestic rates collected is 2.5% worse than target.
- Sickness has fallen below target and is no longer in top quartile.
- The percentage of complaints responded to on time fell over the last three months.

2.4 A number of indicators were introduced this year (e.g. new crime indicators) and it is not possible yet to indicate a direction of travel for these as there is no historical data to compare against.

3.0 Corporate Implications

3.1 Financial

There are no financial implications.

3.2 Legal

There are no direct legal implications

3.3 Corporate

One of the 2007-11 corporate priorities is to “make the best use of our resources to provide residents with high quality, consistent and efficient services”.

4.0 Recommendation

4.1 Overview and Scrutiny notes the content of this report and works with colleagues/officers to maintain a strong focus on performance for the rest of the Council year – particularly in the priority and high-impact areas.

5.0 Decision Making Process

5.1 This is not a key decision

Annexes

Annex 1 Quarter 3 Performance Pack

Annex 2 Summary Report on Performance to the end of the Third Quarter

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