

Summary Report on Performance to the end of the Third Quarter

The following table lists all projects and PIs which were highlighted as either Amber or Red over the last three quarters. Further detail can be found within the Quarter 3 performance report.

	Project or PI	Alert colour		
		Q1	Q2	Q3
Theme 1				
NI157a - Percentage of major applications decided within 13 weeks	PI	Amber	Green	Green
NI157c – Percentage of other planning applications decided within 8 weeks	PI	Green	Amber	Amber
TE001 - Percentage of working aged people who are unemployed	PI	Green	Red	Red
1.3c) Developing a beaches and bays improvement programme	Project	Green	Green	Amber
1.3f) Maximising the benefits from the 2012 Olympics	Project	Green	Red	Red
1.4a) Action Plan for Westwood and EuroKent	Project	Amber	Amber	Green
1.5a) Changing governance arrangements at the Port of Ramsgate	Project	Amber	Amber	Green
1.5b) Alongside Quay	Project	Amber	Red	Red
1.5c) Use of Port of Ramsgate for offshore windfarm developments	Project	Green	Amber	Amber
1.5e) Developing funding programmes for the Port of Ramsgate	Project	Amber	Amber	Amber
1.6b) Working with partners to redevelop the former M&S site	Project	Amber	Amber	Amber
1.6c) Supporting the Theatre Royal Trust to develop a strategy		Not reported	Not reported	Amber
1.6e) Develop the Queens Arms Yard	Project	Amber	Amber	Amber
Theme 2				
All projects on track				
Theme 3				
NI192 Percentage of Household waste sent for reuse, recycling and composting	PI	Amber	Amber	Amber
BV091b Percentage of population served by a kerbside collection of at least two recyclables	PI	Red	Red	Green
CS001 Number of FPN issued for Littering and dog fouling	PI	Red	Red	Green
EH001 Number of enforcement notices to abate waste and rubbish on private land	PI	Red	Red	Red
3.5b) consulting with the community on proposed new 'green' policies for Thanet	Project	Amber	Amber	Amber
3.6 Development of a Gold Flag standard	Project	Green	Amber	Amber
3.7 Secure two Green Flags	Project	Green	Red	Red
Theme 4				
BV066a Proportion of rent due that was collected	PI	Red	Red	Red
4.1a) delivering 200 new, affordable homes through developer contributions in the planning system	Project	Green	Amber	Green
4.4c) Agree 30 year business plan for the HRA	Project	White	Green	Amber
4.6b) Reduce the level of private rented accommodation	Project	Green	Green	Amber

Theme 5				
5.1b) developing and improving play areas in Margate and Ramsgate	Project	Amber	Amber	Amber
5.1c) improving our swimming pools and leisure facilities	Project	Green	Amber	Amber
5.1d) further funding for clubs and facilities which promote sport	Project	Green	Amber	Amber
5.2b) consulting on and delivering an Older People's Strategy	Project	Red	Green	Green
5.3 Establishment of community space in Broadstairs and Ramsgate	Project	White	Amber	Amber
5.4a) running at least two campaigns per year with the Primary Care Trust for health-related issues	Project	White	Amber	Amber
5.4d) improving facilities and security at allotment sites	Project	Green	Amber	Green
5.6a) supporting the setting up of Ramsgate Parish Council	Project	Amber	Amber	Green
5.6b) encouraging voting in District-wide elections	Project	Amber	Amber	Amber
5.6c) providing visible multi-agency presence in Cliftonville West to support Thanet's most vulnerable groups	Project	White	Green	Amber
5.7a) developing an action plan for community cohesion in Thanet	Project	White	Red	Red
5.7b) responding to findings of the Best Value survey through targeted community development activity	Project	Red	Green	Not reported
Theme 6				
AC005 Percentage of orders raised which were retrospective	PI	Red	Red	Red
BS001 Percentage of staff located in the main building	PI	Green	Red	Green
BV009 Percentage of Ctax due which was collected	PI	Amber	Red	Amber
BV010 The percentage of non-domestic rates due which were collected	PI	Green	Red	Red
BV012 The average number of working days per employee lost due to sickness absence	PI	Red	Amber	Red
CU002 Percentage of complaints answered within the required time scale (whole council)	PI	Red	Red	Red
CU004 Percentage of calls answered within 4 rings	PI	Amber	Amber	Amber

Some key tips on how to use performance reports...

What to watch out for	Why is this an issue	Other possible reasons	What to do
A performance indicator is reported as red or amber	This could imply that we will struggle to hit the target by year-end.	The monthly target for the indicator may not have been set appropriately (e.g. the number of complaints relating to grounds maintenance tends to go up in the summer time so the target for the number of complaints should be "profiled" accordingly.	Decide whether the indicator is important enough to warrant further investigation. If so, ask to speak to the Manager responsible for the PI for further information.
Projects are reported as red or amber	This could imply that we will struggle to meet the project on time and/or within budget.	The manager may have highlighted that the project is amber or red because it will fail to reach its original target date which has now been changed. The project may be behind schedule now but the manager may have clear	Decide whether the project is important enough to warrant further investigation. If so, ask to speak to the Manager responsible for further information.

		plans to enable the budget/deadline to still be met.	
A project is reported as green but the activity to date comment contains no tangible milestones.	This could imply that the project is not being tracked properly and there is a risk that it will not be delivered.	The project plan may not have many milestones identified. There may be legitimate reasons why key milestones are spread over a longer period of time than would usually be expected.	Decide whether the project/comment is significant enough to warrant further discussion. If so, ask to speak to the Manager responsible for further information.
A project is reported as white but the project was supposed to have started a while ago.	This could imply that the project is not being tracked properly and there is a risk that it will not be delivered.	There may be a legitimate reason why no milestones are yet due.	Decide whether the project is important enough to warrant further investigation. If so, ask to speak to the Manager responsible for further information.
Project Progress for a Theme is mostly green whilst performance indicators are mostly red.	Performance indicators are designed to measure whether we are achieving our objectives. Projects are designed to help us achieve our objectives. If projects are green but performance is red then it could imply that our projects are not contributing to achieving our objectives.	The performance indicators we are measuring may be inappropriate (i.e. not really measure our objectives). The projects may only be designed to have an impact in the medium-long term. Managers are being unrealistic in terms of their assessment of project progress – projects reported as green are actually slipping.	Ask for the lead officer for the Theme to provide an explanation and recommend what action should be taken.
Comments contain unfamiliar and unexplained acronyms	This makes it difficult for officers, members and the public to understand project progress and therefore makes it difficult to assess performance effectively.		Request that the manager explains the acronym and does not use acronyms in future.