

## Corporate Performance Report Quarter 3 2018-19

Cabinet	<b>14 March 2019</b>
Report Author	<b>Tim Willis, Deputy Chief Executive and S.151 Officer</b>
Portfolio Holder	<b>Councillor Ian Gregory, Cabinet Member for Financial Services and Estates</b>
Status	<b>Information</b>
Classification:	<b>Unrestricted</b>
Key Decision	<b>No</b>
Ward:	<b>All Wards</b>

### **Executive Summary:**

This report presents the latest Corporate Performance Report up to 31 December 2018 setting out the performance of the Council against the Corporate Plan.

### **Recommendation(s):**

To note the Council's performance for the period up to 31 December 2018.

### **CORPORATE IMPLICATIONS**

<b>Financial and Value for Money</b>	All activities listed have been planned within the Council's agreed budget. Remedial actions will usually be carried out within existing budgets, where this is not possible funding proposals will be taken through the appropriate channels in keeping with the Council's established financial controls.
<b>Legal</b>	There are no legal implications directly arising from this report.
<b>Corporate</b>	This is the monitoring report against the Corporate Priorities as agreed at Council on 15 October 2015 and details the performance against the targets set.
<b>Equalities Act 2010 &amp; Public Sector Equality Duty</b>	<p>Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.</p> <p>Protected characteristics: age, gender, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy &amp; maternity. Only aim (i) of the Duty applies to Marriage &amp; civil partnership.</p>

	Please indicate which aim is relevant to the report.	
	Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act,	
	Advance equality of opportunity between people who share a protected characteristic and people who do not share it	✓
	Foster good relations between people who share a protected characteristic and people who do not share it.	
<p>The report looks to monitor the performance of the Council across all the residents within the District.</p> <p><i>An Equalities Impact Assessment has been undertaken and there is no reason to state at this time that the content of the Corporate Priorities will negatively impact on any groups with protected characteristics. The priorities focus on improving the quality of life in Thanet for all. Opportunities to further the aims of the Duty will be investigated during equality impact analysis of individual projects, plans and strategies arising from the priorities.</i></p>		

CORPORATE PRIORITIES	
A Clean and Welcoming Environment	✓
Promoting Inward Investment and Job Creation	✓
Supporting Neighbourhoods	✓

CORPORATE VALUES	
Delivering Value for Money	✓
Supporting the Workforce	✓
Promoting Open Communications	✓

## 1.0 Introduction and Background

- 1.1 The Council's Corporate Plan (CP) 2015-2019 was approved by Council on 15 October 2015. It sets out three key priorities the Council will focus on over the next four years with three corporate values that identify the way the council will work in order to deliver its priorities.
- 1.2 Annex 1 shows trend information on Key Performance Indicators and contextual information to ascertain the progress of the District against the corporate priorities and values.

## 2.0 Current Performance

2.1 The information attached outlines the Council's performance for the quarter ending December 2018. The following table summarises performance against targets:

Section of Report	R	A	G
Clean and Welcoming Environment	2	1	3
Supporting Neighbourhoods	5	1	4
Promoting Inward Investment and Job Creation	1	0	2
Statistical Information	2	2	6
<b>Total</b>	<b>10</b>	<b>4</b>	<b>15</b>

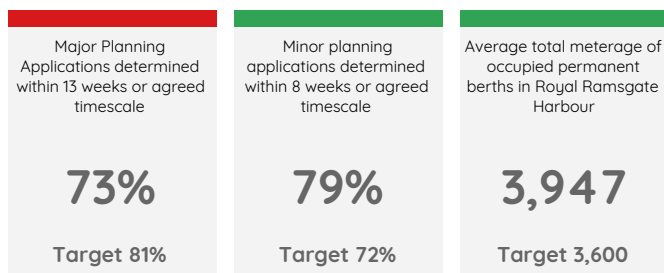
## 2.2 A Clean and Welcoming Environment

% of Environmental Health service requests responded to in the service standard response time	Missed Bins as % of bins collected	% of household waste sent for reuse, recycling and composting	% streets with litter below acceptable levels	% streets with detritus below acceptable levels	% streets with graffiti below acceptable levels
<b>96%</b>	<b>0.16%</b>	<b>36%</b>	<b>10%</b>	<b>5.1%</b>	<b>0.3%</b>
Target 95%	Target 0.15%	Target 36.4%	Target 5%	Target 7%	Target 1.4%

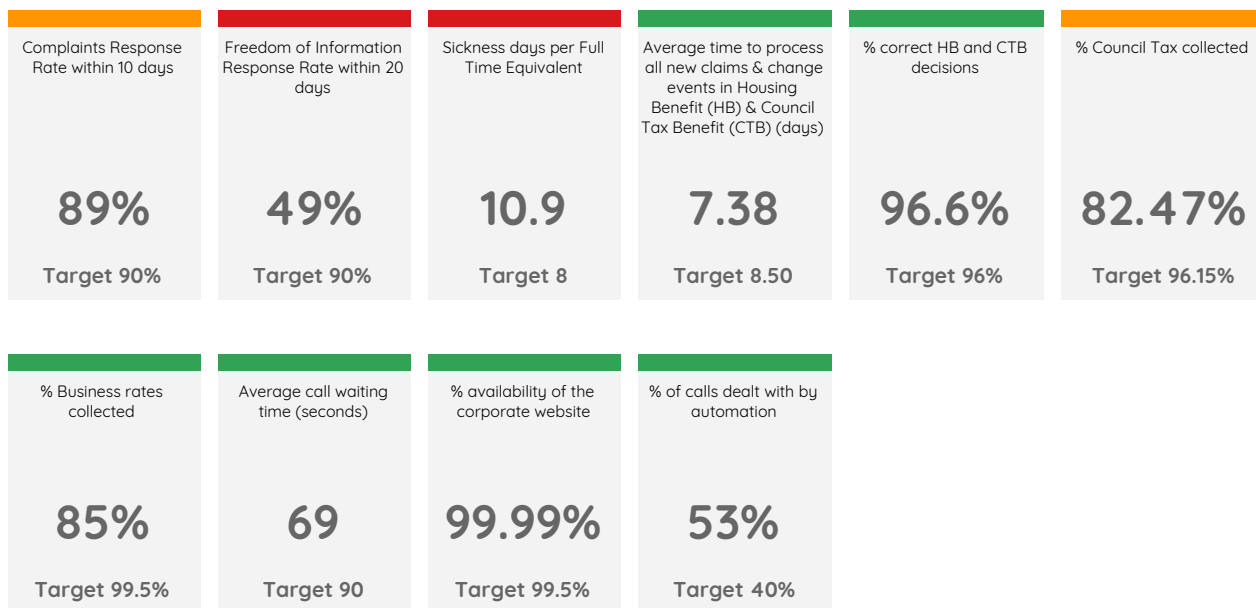
## 2.3 Supporting Neighbourhoods

% of anti-social behaviour service requests responded to in the service standard response time	Empty homes brought back into use	Number of dwellings where action taken to improve living conditions	Number of homeless cases prevented	Average time taken to make homelessness decisions
<b>92%</b>	<b>37</b>	<b>80</b>	<b>123</b>	<b>54</b>
Target 95%	Target 31.75	Target 71	Target 76	Target 28
Average number of days in hotel accommodation	Average re-let time in days (all stock including major works)	Current tenant arrears as a percentage of the projected annual rental income	Overall customer satisfaction with day to day repairs	Percentage of HRA capital programme spent
<b>88</b>	<b>22.41</b>	<b>4.48%</b>	<b>99.7%</b>	<b>26.4%</b>
Target 38	Target 20	Target 1.5%	Target 98%	Target 100%

## 2.4 Promoting Inward Investment and Job Creation



## 2.5 Statistical Information



## 3.0 Options

3.1 Cabinet to note the content of this report.

Contact Officer:	Hannah Thorpe – Head of Communications and Digital
Reporting to:	Tim Willis – Deputy Chief Executive and S.151 Officer

### Annex List

Annex 1	Annex 1 – Key Performance Trends
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### Background Papers

Title	Details of where to access copy
Corporate Priorities 2015-2019	<a href="http://tdc-mgapp-01:9070/ieListDocuments.aspx?CId=141&amp;MId=4084&amp;Ver=4">http://tdc-mgapp-01:9070/ieListDocuments.aspx?CId=141&amp;MId=4084&amp;Ver=4</a>
Corporate Priorities 2015-2019, Equalities Impact Assessment	Email: <a href="mailto:Carol.cook@thanet.gov.uk">Carol.cook@thanet.gov.uk</a>

## Corporate Consultation

<b>Finance</b>	Matthew Sanham, Interim Head of Finance and Procurement
<b>Legal</b>	Tim Howes, Director of Corporate Governance & Monitoring Officer