

Corporate Performance Report Quarter 2 2019-20

Cabinet	16 December 2019
Report Author	Tim Willis, Deputy Chief Executive and S.151 Officer
Portfolio Holder	Councillor Yates, Cabinet Member for Financial Services and Estates
Status	Information
Classification:	Unrestricted
Key Decision	No
Ward:	All Wards

Executive Summary:

This report presents the latest Corporate Performance Report up to 30 September 2019 setting out the performance of the Council against the Corporate Plan.

Recommendation(s):

To note the Council's performance for the period up to 30 September 2019.

CORPORATE IMPLICATIONS

Financial and Value for Money	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.
Legal	There are no legal implications directly arising from this report.
Corporate	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.
Equalities Act 2010 & Public Sector Equality Duty	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.

	Protected characteristics: age, gender, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.	
	Please indicate which is 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.	
The report looks to monitor the performance of the Council across all the residents within the District.		
<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>		

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 for the Council to focus on, with three corporate values that identify the way the council will work in order to deliver its priorities.
- 1.2 For the 2019-20 financial year, the performance report is being measured against the Council's Corporate Plan (2015-2019). For the 2020-21 financial year, the performance report will be measured against the recently agreed Corporate Statement.
- 1.3 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

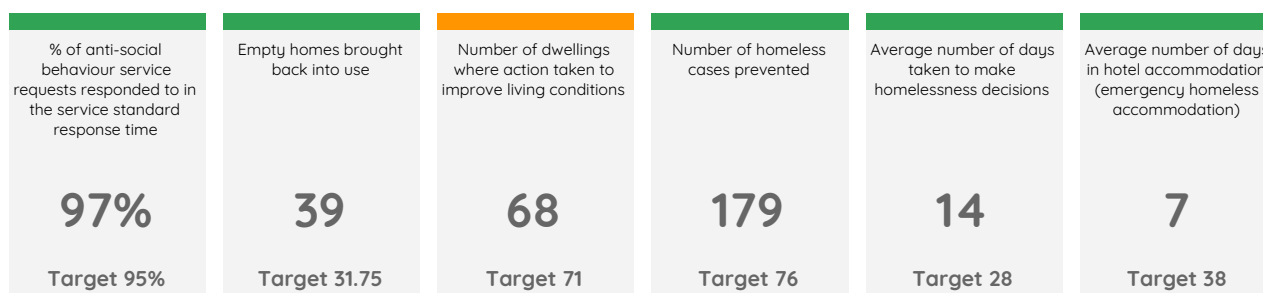
2.1 The information attached outlines the Council's performance for the quarter ending September 2019. The following table summarises performance against targets:

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

2.2 A Clean and Welcoming Environment



2.3 Supporting Neighbourhoods



2.4 Promoting Inward Investment and Job Creation

Major Planning Applications determined within 13 weeks or agreed timescale	Minor planning applications determined within 8 weeks or agreed timescale	Average total meterage of occupied permanent berths in Royal Ramsgate Harbour
83%	82%	3,919
Target 81%	Target 72%	Target 3,600

2.5 Statistical Information

Complaints Response Rate within 10 days	Freedom of Information Response Rate within 20 days	Sickness days per Full Time Equivalent	Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)	% correct HB and CTB decisions	% Council Tax collected
96%	75%	9.9	8.43	97.2%	55.30%
Target 90%	Target 90%	Target 8	Target 8.50	Target 96%	expected at Q2 55.8%
					Target 96.15%

% Business rates collected	Average call waiting time (seconds)	% availability of the corporate website
56.01%	300	99.99%
expected at Q2 57.64%	Target 233	Target 99.5%
Target 98.2%		

3.0 Options

3.1 Overview & Scrutiny to note the content of this report and make recommendations to Cabinet

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	https://www.thanet.gov.uk/info-pages/corporate-priorities-and-values-2015-2019/
Corporate Priorities 2015-2019, Equalities Impact Assessment	Email: Carol.cook@thanet.gov.uk

Corporate Consultation

Finance	Chris Blundell, Head of Finance and Procurement
Legal	Estelle Culligan, Head of Legal Services