Corporate Performance Report Quarter 3 2019-20

Cabinet	**12 March 2020**
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 31 December 2019 setting out the performance of the Council against the Corporate Plan.

Recommendation(s):

1. To note the Council's performance for the period up to 31 December 2019.
2. To consider the recommendation from the Overview and Scrutiny Panel to request a Member/Officer panel to allow Members the chance to input into the review of future performance targets.

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 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. *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.*

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 December 2019. The following table summarises performance against targets:

Section of Report	R	A	G
Clean and Welcoming Environment	2	1	3
Supporting Neighbourhoods	1	0	5
Promoting Inward Investment and Job Creation	0	0	3
Statistical Information	2	2	5
Total	**5**	**3**	**16**

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
98%	0.33%	35%	7%	5.1%	0.5%
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 number of days taken to make homelessness decisions	Average number of days in hotel accommodation (emergency homeless accommodation)
97%	37	62	162	14	6
Target 95%	Target 31.75	Target 71	Target 76	Target 28	Target 38

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
89%	79%	3,914
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
97%	77%	9.5	7.84	98.1%	81.74%
Target 90%	Target 90%	Target 8	Target 8.50	Target 96%	expected at Q3 82.16% Target 96.15%

% Business rates collected	Average call waiting time (seconds)	% availability of the corporate website
80.27%	206	99.99%
expected at Q3 81.86% Target 98.2%	Target 233	Target 99.5%

3.0 Options

3.1 Cabinet to consider the recommendation from the Overview and Scrutiny panel at their meeting on Thursday 20 February.

At the meeting, the panel was informed that new performance targets are being developed for 2020-2021. This is to reflect the adoption of the council's new Corporate Statement. The panel requested a Member/Officer panel to allow Members the chance to input into the review of future performance targets.

3.2 Cabinet to note the 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

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 and Democratic Services