

# Taunton Deane Borough Council

## Corporate Scrutiny – 12<sup>th</sup> December 2018

### Quarter 2 2018/19 Performance Report

This matter is the responsibility of Councillor Andrew Sully

Report Author: Richard Doyle, Corporate Strategy & Performance Officer

#### 1 Purpose of the Report

- 1.1 This report provides Members with key performance management data up to the end of quarter 2 2018/19, to assist in monitoring the Council's performance.

#### 2 Recommendations

- 2.1 It is recommended that:-

The Corporate Scrutiny Committee review the Council's performance and highlight any areas of particular concern;

#### 3 Risk Assessment Risk Matrix




Description	Likelihood	Impact	Overall
The key risk is that the Council fails to manage its performance and use the subsequent information to inform decisions and produce improved services for customers.	Likely (4)	Major (4)	High (16)
The mitigation for this will be the continued strong leadership from Lead Members and JMT to ensure that performance management remains a priority.	Unlikely (2)	Major (4)	Medium (8)

#### 4 Background and Full details of the Report

- 4.1 Regularly monitoring our performance is a key element of the Council's Performance Management Framework.
- 4.2 There are **26** individual measures which are reported within the Corporate Scorecard.




- 4.3 The TDBC Corporate Scorecard at Appendix A contains details of the Quarter 2 2018/19 position against the Council's key priorities, finance and corporate health indicators. It should be stressed that this information is at **30<sup>th</sup> September 2018**.
- 4.4 Each action/measure is given a coloured status to provide the reader with a quick visual way of identifying whether it is on track or whether there might be some issues with performance or delivery or an action.
- 4.5 The key used is provided below:

**KEY:**

	Performance Indicators target achieved.		Performance indicators did not achieve target. Close to target. Not significant issue.		Performance indicators did not achieve target. Significant variance.
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- 4.6 The table below provides an overview of the reported indicators within the Corporate Scorecard.

## Taunton Deane

GREEN 	AMBER 	RED 	NOT AVAILABLE	NOT DUE (UNTIL Q4)	TOTAL
18	2	3	2	1	26

Please refer to Appendix A for full details of each of the reported measures.

4.7 Further detail is provided below concerning the 3 red measures above for 2018/19:

Reference	Description	Measure	Comments
6.2.5	FOI Requests responded to within 20 working days	75%	<p>Q1 = 60% 83 FOIs received. 50 answered within 20 working days</p> <p>Q2 = 67% 82 FOIs received. 55 answered within 20 working days.</p>
6.2.4	Customer complaints Responded to within 20 working days	90%	<p>Q1 = 92% 39 complaints received. 36 complaints answered within 20 working days.</p> <p>Q2 = 66% 44 complaints received. 29 complaints answered within 20 working days.</p>
HC4.12	Number of households making a homeless application and percent accepted where we have a duty	195 or fewer per year	<p>Q1 = 281 (accepted 28) Q2 = 232 (accepted 1)</p> <p>Please note that the Homeless Reduction Act (from April 2018) has radically changed the way and timescale for dealing with housing advice and homelessness which is evidenced by these figures. Figures of approaches has risen and the focus is now on preventing and relieving homelessness. Any accepting of a full duty will not be made until either the full prevention and relief stages have been exhausted (112 days) or just the full relieve duty time has expired (56 days).</p>

## **5 Links to Corporate Aims / Priorities**

5.1 This report includes highlights of progress against delivery of the corporate priorities.

## **6 Finance / Resource Implications**

6.1 The scorecard references some financial performance measures, a separate more detailed financial performance report for the quarter is listed as a separate item on this agenda.

## **7 Legal Implications**

7.1 There are no legal implications associated with this report.

## **8 Environmental Impact Implications**

8.1 There are no direct environmental impact implications associated with this report although the scorecard includes measures relating to fly-tipping and parks and open spaces.

## **9 Safeguarding and/or Community Safety Implications**

9.1 There are no safeguarding and /or community safety implications associated with this report.

## **10 Equality and Diversity Implications**

10.1 There are no equality and diversity implications associated with this report

## **11 Social Value Implications**

11.1 There are no Social Value implications associated with this report.

## **12 Partnership Implications**

12.1 A number of corporate aims and objectives reported within the corporate scorecard are delivered in partnership with other organisations, in particular through shared services arrangements with West Somerset District Council.

## **13 Health and Wellbeing Implications**

13.1 There are no direct health and wellbeing implications associated with this report although the corporate scorecard includes measures relating to disabled facilities grants which enable residents to live independently, for example.

## **14 Asset Management Implications**

14.1 There are no direct asset management implications associated with this report.

## 15 Consultation Implications

15.1 This performance report will be published on the Council's website for public scrutiny and information.

### Democratic Path:

**Corporate Scrutiny - Yes**

**Executive – Yes**

**Full Council – No Reporting**

**Frequency: 6 Monthly**

### List of Appendices (delete if not applicable)

Appendix A	TDBC Corporate Scorecard
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### Contact Officers

Name	Richard Doyle
Direct Dial	01823 218743
Email	r.doyle@tauntondeane.gov.uk