

**Bolsover District Council**

**Customer Service and Transformation Scrutiny Committee**

**16<sup>th</sup> November 2015**

**Corporate Plan Targets Performance Update – July to September 2015  
(Q2 – 2015/16)**

**Report of the Assistant Director – Customer Service and Improvement**

This report is public

**Purpose of the Report**

- To report the quarter 2 outturns for the Corporate Plan 2015-2019 targets.

**1 Report Details**

- 1.1 The attached contains the performance outturn for those targets which sit under 'providing our customers with excellent service' and 'transforming our organisation' aims as of 30<sup>th</sup> September 2015. (Information compiled on 30<sup>th</sup> October 2015)
- 1.2 A summary by corporate plan aim is provided below:
- 1.3 **Providing our Customers with Excellent Service**
- 16 targets in total
  - 15 targets on track
  - 1 target not started yet (C02) – survey planning work to commence in November 2015. Survey to run in February 2016.
  - C09 – it has been requested that this target be changed to 'process changes to Housing Benefit and Council Tax Support within an average of **10** days'. This will be requested at Executive on 30<sup>th</sup> November 2015.
- 1.4 **Transforming our Organisation**
- 14 targets in total
  - 10 targets on track
  - 4 targets not started yet (T04, T05, T07, T08) – all within timescales. No concerns raised by respective lead officers.

**2 Conclusions and Reasons for Recommendation**

- 2.1 Out of the 30 targets 25 are on track and 5 have not started.

2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

### **3 Consultation and Equality Impact**

3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

### **4 Alternative Options and Reasons for Rejection**

4.1 Not applicable to this report as providing an overview of performance against agreed targets.

### **5 Implications**

#### **5.1 Finance and Risk Implications**

No finance or risk implications within this performance report.

#### **5.2 Legal Implications including Data Protection**

No legal implications within this performance report.

#### **5.3 Human Resources Implications**

No human resource implications within this performance report.

### **6 Recommendations**

6.1 That early progress against the Corporate Plan 2015-2019 targets be noted.

### **7 Decision Information**

<b>Is the decision a Key Decision?</b> (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
<b>District Wards Affected</b>	Not applicable
<b>Links to Corporate Plan priorities or Policy Framework</b>	Links to all Corporate Plan 2015-2019 aims and priorities

### **8 Document Information**

<b>Appendix No</b>	<b>Title</b>
1.	Corporate Plan Performance Update – Q2 July to September 2015

<b>Background Papers</b> (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
All details on PERFORM system	
<b>Report Author</b>	<b>Contact Number</b>
Kath Drury, Information, Engagement and Performance Manager on behalf of Assistant Director – Customer Service and Improvement	01246 242280 / 217641

Report Reference –