

**Bolsover District Council**

**Customer Service and Transformation Scrutiny Committee**

**23<sup>rd</sup> May 2016**

**Corporate Plan Targets Performance Update – January to March 2016  
(Q4 – 2015/16)**

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

This report is public

**Purpose of the Report**

- To report the quarter 4 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 31<sup>st</sup> March 2016. (Information compiled on 10<sup>th</sup> May 2016)

1.2 A summary by corporate plan aim is provided below:

**1.3 Providing our Customers with Excellent Service**

- 16 targets in total (1 target previously withdrawn – C16)
- 15 targets on track with **C02, C03, C06, C07, C10, C12** and **C15** achieving their annual targets for 2015/16.
- **C14** - 'Carry out 99% of emergency repairs within 6 working hours'. Recommendation to be made to Executive on 13<sup>th</sup> June 2016 to change the wording of this target to 'Attend 99% of repair emergencies within 6 working hours' to reflect more accurately what the target is intended to achieve i.e. to resolve the problem initially and then carry out a separate repair if required.

**1.4 Transforming our Organisation**

- 14 targets in total (1 target achieved previously – T02)
- 11 targets on track including 2 targets (**T07** and **T12**) previously extended. Target **T13** has achieved its annual target for 2015/16.
  - **T12** – a further request to extend this target to 31<sup>st</sup> March 2017 will be made to Executive on 13<sup>th</sup> June 2016 to reflect the need that the assessment works for the Built Facilities Plan needs to be undertaken during the winter months.
- 1 target achieved (behind target) – **T03** 'Establish interest from the market to work in partnership to develop a delivery method for the development and/or

refurbishment of key council-owned assets and report back to Members by October 2015'.

- 1 target not started yet (T04) – within timescale. No concerns raised by respective lead officer.

## **2 Conclusions and Reasons for Recommendation**

- 2.1 Out of the 30 targets 26 are on track, 2 have been achieved (1 this time, 1 previously), 1 has not started and 1 has been withdrawn.
- 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
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## 8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q4 January to March 2016
<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	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager on behalf of Assistant Director – Customer Service and Improvement	01246 242280 / 217641

Report Reference –