

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

14th November 2016

**Corporate Plan Targets Performance Update – July to September 2016
(Q2 – 2016/17)**

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 30th September 2016. (Information compiled on 24th October 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- 16 targets in total (1 target previously withdrawn – C16)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.
- 1.4 **Transforming our Organisation**
- 14 targets in total (2 targets achieved previously – T02 & T03)
 - 12 targets on track including 2 targets (T07 and T12) previously extended.

2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 30 targets 27 are on track, 2 have been achieved (previously), and 1 has been withdrawn.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 progress against the Corporate Plan 2015-2019 targets be noted.

7 **Decision Information**

Is the decision a Key Decision? (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
District Wards Affected	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2015-2019 aims and priorities

8 **Document Information**

Appendix No	Title
1.	Corporate Plan Performance Update – Q2 July to September 2016
Background Papers (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
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