

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

12th February 2018

Corporate Plan Targets Performance Update – Oct to Dec 2017 (Q3 – 2017/18)

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 3 outturns for the Corporate Plan 2015-2019 targets.

1 Report Details

1.1 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 31st December 2017. (Information compiled on 25/01/2018)

1.2 A summary by corporate plan aim is provided below:

1.3 Providing our Customers with Excellent Service

- 16 targets in total (2 target previously withdrawn – C16 – C04)
- 14 targets on track.

1.4 Transforming our Organisation

- 14 targets in total (5 targets achieved previously – T02, T03, T05, T07 & T12 and 1 withdrawn previously - T01)
- 7 targets on track noting:
 - **T14** *Achieve the Member Development Charter by December 2018* – see update on the appendix. To recommend to Executive on 05/03/18 to withdraw this target.
- 1 target achieved:
 - **T04** *Assess the potential revenue impact and develop an action plan to address issues arising from the implementation of the Minimum Energy Standards on commercial properties by April 2018* – report taken to Executive on 04/12/17 and accepted.

2 Conclusions and Reasons for Recommendation

2.1 Out of the 30 targets, 21 are on track, 1 achieved this time, 5 have been achieved previously, and 3 have been withdrawn previously.

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 – Q3 Oct to Dec 2017
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 Kath Drury, Information, Engagement and Performance Manager	Contact Number 01246 242280