

**Bolsover District Council**

**Customer Service and Transformation Scrutiny Committee**

**30<sup>th</sup> April 2018**

**Corporate Plan Targets Performance Update – January to March 2018 Q4 – 2017/18)**

**Report of the Information, Engagement & Performance Manager**

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 2018. (Information compiled on 20/04/2018)

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- 16 targets in total (2 target previously withdrawn – C16 – C04)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 with **C03**, **C06**, **C07**, **C12** and **C15** achieving their annual targets.

**1.4 Transforming our Organisation**

- 14 targets in total (6 targets achieved previously – T02, T03,T04,T05,T07 & T12 and 2 withdrawn previously - T01, T14)
- 5 targets on track noting that **T09** has met the corporate plan target at the year end.
- 1 target has been flagged as an ‘alert’ as it has not shown any improvement this year:
  - T10 – *Reduce the level of former tenants’ arrears by 10% through early intervention and effective monitoring by March 2019.*

**2 Conclusions and Reasons for Recommendation**

2.1 Out of the 30 targets, 19 are on track, 1 has been flagged as an ‘alert’, 6 have been achieved previously, and 4 have been withdrawn previously.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**

<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**

Appendix No	Title
1.	Corporate Plan Performance Update – Q4 Jan to Mar 2018
<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	
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