

Bolsover District Council

Customer Service and Transformation Scrutiny Committee

9th September 2019

Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20)

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 1 outturns for the Corporate Plan 2019-2020 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 June 2019. (Information compiled on 24th July 2019)
- 1.2 A summary by corporate plan aim is provided below:
- 1.3 **Providing our Customers with Excellent Service**
 - 10 targets in total
 - 10 targets on track
- 1.4 **Transforming our Organisation**
 - 1 target in total
 - 1 target on track

2 Conclusions and Reasons for Recommendation

- 2.1 All 11 targets are on track
- 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 2019-2020 targets be noted.

7 Decision Information

Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000 ☐</i> <i>Capital - £150,000 ☐</i> <i>NEDDC: Revenue - £100,000 ☐</i> <i>Capital - £250,000 ☐</i> ☒ <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2019-2020 aims and priorities

8 Document Information

Appendix No	Title
1.	Corporate Plan Performance Update – Q1 April to June 2019
Background Papers	
All details on PERFORM system	
Report Author	Contact Number
Kath Drury, Information, Engagement and Performance Manager	01246 242280