

CABINET
2 JULY 2015:

PERFORMANCE AND RISK OUTTURN REPORT FOR 2014-15

Cabinet Member Cllr Clive Eginton
Responsible Officer Head of Communities & Governance

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2014/15 as well as providing an update on any key business risks.

RECOMMENDATION: That the Cabinet reviews the Performance Indicators and Risks that are outlined in this report and feeds back any areas of concern.

Relationship to Corporate Plan: Corporate Plan priorities and targets are effectively maintained through the use of appropriate performance indicators and regular monitoring.

Financial Implications: None identified

Legal Implications: None

Risk Assessment: If performance is not monitored we may fail to meet our corporate and local service plan targets or to take appropriate corrective action where necessary. If key business risks are not identified and monitored they cannot be mitigated effectively.

1.0 Introduction

- 1.1 Appendices 1-6 provide Members with details of performance against the Corporate Plan and local service targets for the 2014/15 financial year.
- 1.2 Appendix 7 shows the higher impact risks from the Corporate Risk Register. This includes operational and Health and Safety risks where the score meets the criteria for inclusion
- 1.3 All appendices are produced from SPAR, the Corporate Service Performance and Risk Management system.

2.0 Performance

Managing the Environment Portfolio - Appendix 1

- 2.1 The **carbon footprint** results are not yet available; a verbal update will be given at the meeting if they are available by then.
- 2.2 The **dry recycling** rate is below target but has increased steadily throughout the year finishing on 16.9% for quarter 4. **Residual household waste** at 462.6kg per head is below target (455kg), but improved compared to 2013/14

(482.3kg). Similarly for **reused, recycled and composted** 48.2% was achieved against a target of 50%, for 2013/14 the result was only 46.7%.

- 2.3 For **missed collections**, as is well known, figures were very high in quarter 1 but back to normal levels over the remainder of the year.
- 2.4 The targets for 2015/16 will be reviewed before quarter 1 to ensure they are realistic and again to reflect any new Corporate Plan priorities once these have been determined later in the year.

Decent and affordable Homes Portfolio - Appendix 2

- 2.5 The Housing enablement targets were not achieved and should be reviewed for reasonableness before they are set for 2015/16.
- 2.6 **Repairs** performance continues to be good, although targets were just missed these represent 1 or 2 jobs not completed on time. There were 3 properties without a **valid gas certificate** and without access at the end of March; 2 were where the tenants were in hospital, the last is in the formal access process. As has been previously reported verbally, at the 31 March 2015 100% of homes with access **were decent**.
- 2.7 **Rent Collection** performance is also very good, even though it was outside the very challenging targets set for 2014/15, MDDC were persistently at the top of HouseMark's benchmarking quartiles for rent collection.

Community Well Being Portfolio - Appendix 3

- 2.8 The number of **empty shops** is on or above target as reported previously.
- 2.9 The **Leisure** performance is slightly below target but has improved over the course of the year.
- 2.10 **Food Premises** inspections were very low; an Environmental Health Officer (Food) is being recruited at present to address the lack of resource.

Planning and Regeneration Portfolio - Appendix 4

- 2.11 There have been staff shortages within the Planning Service and difficulties with recruitment. Until the service is up to its full compliment priority will be given to meeting all the critical targets in relation to special measures and timescales that would result in a cost to MDDC if they were not met.

Working Environment Portfolio - Appendix 5

- 2.12 The delays to the CRM upgrade meant the accuracy of **complaints** statistics was unreliable, which was confirmed by manual checking at the year end. Other PIs are above target except working days lost due to **sickness**. The Health & Safety Committee continues to monitor the statistics for any trends which need attention.

Finance Portfolio - Appendix 6

2.13 Performance has been good with only % **Council Tax** collected marginally below target.

3.0 Risk

3.1 The Corporate risk register is reviewed by Management Team (MT) and updated quarterly. Risk reports to Audit Committee and Cabinet continue to include risks with a total score of 15 or more and all those with an impact score of 5. (Appendix 7)

3.2 The Waste and Transport Manager is in the process of reviewing all the risk assessments for his entire area of responsibility. Operational risk assessments will be job specific and flow through to safe systems of work. These are completed but not yet input on SPAR.

3.3 The profile of these risks for this quarter is:

Impact	5	14	3			
	4					
	3					
	2					
	1					
		1	2	3	4	5
		Likelihood				

4.0 Conclusion and Recommendation

4.1 That the Committee reviews the performance indicators and any risks that are outlined in this report and feeds back any areas of concern to Cabinet.

Contact for more Information: Amy Tregellas, Head of Communities & Governance ext 4246

Circulation of the Report: Management Team and Cabinet Member