

SCRUTINY COMMITTEE
22 MAY 2017:

PERFORMANCE AND RISK FOR 2016-17

Cabinet Member Cllr Margaret Squires
Responsible Officer Director of Corporate Affairs & Business Transformation,
Jill May

Reason for Report: To provide Members with an update on performance against the corporate plan and local service targets for 2016-17 as well as providing an update on the key business risks.

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

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.

Equality Impact Assessment: No equality issues identified for this report.

1.0 Introduction

- 1.1 Appendices 1-5 provide Members with details of performance against the Corporate Plan and local service targets for the 2016-17 financial year.
- 1.2 When benchmarking information is available it is included.
- 1.3 Appendix 6 shows the higher impact risks from the Corporate Risk Register. This includes Operational and Health & Safety risks where the score meets the criteria for inclusion. See 3.0 below.
- 1.4 Appendix 7 shows the risk matrix for the Council.
- 1.5 All appendices are produced from the Corporate Service Performance And Risk Management system (SPAR).

2.0 Performance

Environment Portfolio - Appendix 1

- 2.1 The **Residual household waste per household (measured in Kilograms)** and **% of household waste reused, recycled and composted** are both above target and have been all year. March figures are not yet available from Devon County Council. The **Net annual cost of waste service per household** is also above target.
- 2.2 Most of the PIs are above target with only 2 showing below target: **% of missed collections reported (refuse and organic)**; which is only marginally above target. **Number of Households on Chargeable Garden Waste**; sales/renewals have steadily increased since December 2016 and it is hoped that this will continue through the spring. Although the target hasn't been achieved a saving of £500k has been achieved.
- 2.3 There is an annual performance indicator: **to improve energy efficiency and continue to reduce consumption by 0.5% post degree day adjustment** this is below target this year, the degree day allowance is less than the previous year and an indication that more people are using the facilities; an overall benefit to the Council.

Homes Portfolio - Appendix 2

- 2.4 Due to issues with the building contractor, there have been no new Council Houses built in 2016/17. However, a new contract has been agreed with a different supplier, and they have given completion dates on the outstanding projects in Birchen Lane and Palmerston Park, as 17/11/17 and 18/05/18 respectively.
- 2.5 The **Percentage of Properties with a Valid Gas Safety Certificate** has fallen below 100% as there are currently 3 properties where tenants are refusing access to the Council. However, all the cases have been referred to Legal services to obtain access.
- 2.6 The performance indicators for Rents show that the service has performed very well once again and the **Rent Collected as a Proportion of Rent Owed** was over 100% for the fourth consecutive month in March 2017.
- 2.7 **Rent Arrears as a Proportion of Annual Rent Debit** in March 2017 were 0.60%, against a target of 1% which is encouraging as it shows arrears have steadily reduced compared to the figures in January (0.95%) and February (0.94%).
- 2.8 Following a major exercise by the Private Sector Housing team of inspecting all those properties that had been empty for 2 years or more, a new revised **empty homes** plan was implemented from September 2016. This has proven to be extremely successful with 33 empty homes being brought back into use, against an annual target of 15 for 2016/17.

Economy Portfolio - Appendix 3

- 2.1 As this was the first year for the Economy PDG, we are continuing to consider what measures best reflect the Corporate Plan targets but existing metrics are included in Appendix 1.
- 2.2 For **empty shops**, which were counted at the start of quarter Q4, for all three towns the number went down to the same as at the same quarter last year, all three PIs also met or were better than target. However in April 2017 this position has deteriorated.
- 2.3 There will be statistics to reflect the general state of MDDC's economy available from time to time.

Community Portfolio - Appendix 4

- 2.9 **Compliance with food safety law** is just below the target for 90% of premises being rated 4 or above under the Food Hygiene Rating Scheme.
- 2.10 The results for leisure are mixed.

Corporate - Appendix 5

- 2.11 The **working days lost due to sickness** is lower than target.
- 2.12 The **Response to FOI requests** remains on target compared to being 'well below target' for 2015/16 which was due to a vacancy.
- 2.13 The **Performance Planning Guarantee determined within 26 weeks** was below target but **applications determined within 13 weeks** were well above the required target.
- 2.14 The PIs for Customer First are all on target or above with both visitors to Phoenix House and digital payments remaining steady.
- 2.15 The **Local Plan** was submitted to the Inspector on time.

3.0 Risk

- 3.1 The Corporate risk register is reviewed by Management Team (MT) and updated, risk reports to committees include risks with a total score of 10 or more. (Appendix 6)
- 3.2 Appendix 7 shows the risk matrix for MDDC for this quarter. If risks are not scored they are included in the matrix at their inherent score which will be higher than their current score would be.

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: Catherine Yandle Audit Team Leader ext 4975

Circulation of the Report: Management Team and Cabinet Member