

Report to: Cabinet
Date of Meeting: 3 April 2019
Public Document: Yes
Exemption: None

Review date for release None

Agenda item: 11

Subject: Monthly Performance Report February 2019

Purpose of report: Performance information for the 2018/19 financial year for February 2019 is supplied to allow the Cabinet to monitor progress with selected performance measures and identify any service areas where improvement is necessary.

Recommendation: That the Cabinet considers the progress and proposed improvement action for performance measures for the 2018/19 financial year for February 2019.

Reason for recommendation: This performance report highlights progress using a monthly snapshot report; SPAR report on monthly performance indicators and system thinking measures in key service areas including Development Management, Housing and Revenues and Benefits.

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Financial implications: There are no direct financial implications

Legal implications: There are none arising from the recommendations in this report

Equalities impact: Low Impact

Risk: Low Risk

A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

Links to background information:

- [Appendix A – Monthly Performance Snapshot for February 2019](#)
- [Appendix B - The Performance Indicator Monitoring Report for the 2017/18 financial year up to February 2019](#)
- [Appendix C – System Thinking Reports for Revenues and Benefits, Development Management for February 2019](#)

Link to Council Plan: Continuously improving to be an outstanding Council



Report in full

1. Performance information is provided on a monthly basis. In summary most of the measures are showing acceptable performance.
2. There are three indicators showing excellent performance:
 - Percentage of planning appeal decisions allowed against the authority's decision to refuse
 - Percentage of non-domestic rates collected
 - Days taken to process changes to Housing Benefit claims
3. There are two performance indicator showing as concern for the month of February
Days taken to process new Housing Benefit claims - We are currently working through a transition period to Universal Credit which is impacting on our performance. More detail can be found in Appendix C.
Working days lost due to sickness absence - It is anticipated that we will be below our target for absence for 18/19. As previously reported, there has been a significant increase this year in employees who have been absent for two months or more as a result of surgery and serious health issues for 2 or months. These cases are all proactively managed and we started to see levels reduce towards the end of 2018.
4. Monthly Performance Snapshot for February is attached for information in [Appendix A.](#)
5. A full report showing more detail for all the performance indicators mentioned above appears in [Appendix B.](#)
6. Rolling reports/charts for Revenues and Benefits and Development Management report appear in [Appendix C.](#)