

**Report to:** Cabinet  
**Date of Meeting:** 2 January 2019  
**Public Document:** Yes  
**Exemption:** None  
**Review date for release** None



**Agenda item:** 19

**Subject:** Monthly Performance Report November 2018

**Purpose of report:** Performance information for the 2017/18 financial year for November 2018 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 2017/18 financial year for November 2018.

**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 November 2018](#)
- [Appendix B - The Performance Indicator Monitoring Report for the 2017/18 financial year up to November 2018](#)
- [Appendix C – System Thinking Reports for Revenues and Benefits, Development Management for November 2018](#)

**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 is one indicator showing excellent performance:
  - Percentage of planning appeal decisions allowed against the authority's decision to refuse
3. There are two performance indicator showing as concern for the month of November  
**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** - 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 through HR and reference to Occupational Health advice to facilitate a return to work as soon as possible. We continue to train our managers in this difficult area and work closely with them to facilitate reduced levels of absence.
4. Monthly Performance Snapshot for November 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](#).