

Central Bedfordshire Council

Corporate Resources Overview and Scrutiny Committee 21st September 2017

2017/18 Q1 Performance Report

Report of Cllr Richard Wenham, Executive Member for Corporate Resources (Richard.Wenham@centralbedfordshire.gov.uk)

Advising Officer: Tobin Stephenson, Head of Knowledge and Insight (Tobin.Stephenson@centralbedfordshire.gov.uk)

This report relates to a non-Key Decision

Purpose of this report

1. To report Quarter 1 2017/18 performance for Central Bedfordshire Council's Medium Term Plan (MTP) indicator set.

RECOMMENDATIONS

The Committee is asked to:

1. Note performance against the indicators currently being used to help support the monitoring of progress against the Medium Term Plan priorities, and
 - to ask officers for further information about performance against an indicator/s and/or
 - to ask officers to provide additional detail to relevant OSCs for further consideration of performance and/or
 - suggest further action for Executive as appropriate.

Issues

1. In summary, performance for Quarter 1 2017/18 was good with twelve measures reporting as green (on or above target), six amber and six red.
2. New data is reported for the following measures (note that some information is reported in arrears):
 - **Enhancing Central Bedfordshire**
 - Town Centre Vacancy Rates

- **Delivering Great Resident Services**
 - Kg/household of black bin waste
 - Libraries facility usage rates
- **Improving Education and Skills**
 - % of young people aged 16-17 who are in education, employment or training (EET)
- **Protecting the Vulnerable; improving well-being**
 - Proportion of adults subject to a safeguarding enquiry of those known to adult social care
 - Total non-elective admissions in to hospital (general & acute), all-age, per 100,000 population
 - Average age of customers admitted to a residential care home (65+)
 - Delivery of new dwellings suitable for older people
 - Hate Crime incidents reported
 - No. of Domestic Abuse incidents reported
- **A more efficient and responsive Council**
 - Time taken to process Housing Benefit, Council Tax Benefit, new claims & change events – Days
 - Call wait times average - (seconds)
- **Creating stronger communities**
 - Number of volunteers engaged within the community (currently the village care schemes)
 - Number of customers supported within the community (currently by the village care schemes)

3. Measures with new data that are showing as red or with a negative Direction of Travel (DoT) against target are:

- Libraries facility usage rates
- Proportion of adults subject to a safeguarding enquiry of those known to adult social care
- Total non-elective admissions in to hospital (general & acute), all-age, per 100,000 population
- Average age of customers admitted to a residential care home (65+)
- Time taken to process Housing Benefit, Council Tax Benefit, new claims & change events – Days
- Call wait times average - (seconds)
- Number of customers supported within the community (currently by the village care schemes)

4. See Appendix A, report to Executive for further detail.

Council Priorities

5. See Appendix A.

Corporate Implications

6. See Appendix A.

Appendices

Appendix A: Executive Report - 2017/18 Quarter 1 Performance Report

Background Papers

None