

Central Bedfordshire Council

Corporate Resources Overview and Scrutiny Committee

25 January 2018

2017/18 Q2 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 2 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 2 2017/18 was still good with ten measures reporting as green (on or above target), ten amber and five red.
2. New data is reported for the following measures (note that some information is reported in arrears):
 - **Enhancing Central Bedfordshire**
 - Number of People in Employment (in Central Bedfordshire) aged 16 to 64
 - New Homes Completions

- Town Centre Vacancy Rates
 - **Delivering Great Resident Services**
 - Kg/household of black bin waste
 - Satisfaction with highways maintenance
 - Leisure facility usage rates
 - **Improving Education and Skills**
 - % of schools rated Good or Outstanding
 - **Protecting the Vulnerable; improving well-being**
 - Children's Safeguarding - Referrals as a percentage of the child population
 - Percentage of referrals of children leading to the provision of a social care service
 - % of care leavers at age 17-21 who are engaged in education, training or employment
 - 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
 - Call wait times average
 - Number of web visitors
 - **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:
- Kg/household of black bin waste
 - Leisure facility usage rates
 - % of care leavers at age 17-21 who are engaged in education, training or employment
 - Total non-elective admissions in to hospital (general & acute), all-age, per 100,000 population
 - Hate Crime incidents reported

- Time taken to process Housing Benefit, Council Tax Benefit, new claims & change events
 - Call wait times average
 - Number of volunteers engaged within the community (currently the village care schemes)
4. See Appendix A, report to Executive for further detail.
5. The Central Bedfordshire Council Performance Portal is now available at <http://centralbedfordshireperformance.inphase.com/>. This site provides reporting for the same performance measures as those discussed in the Executive Report and is available to anyone. The information on this site will be updated following each Executive meeting at which performance is reported.

Council Priorities

6. See Appendix A.

Corporate Implications

7. See Appendix A.

Appendices

Appendix A: Executive Report - 2017/18 Quarter 2 Performance Report

Background Papers

None