
Subject:	PERFORMANCE REPORT – QUARTER 2, 2017/18
Meeting and Date:	Cabinet – 6 November 2017 Scrutiny (Policy and Performance) Committee – 14 November 2017
Report of:	David Randall, Director of Governance
Portfolio Holder:	Councillor Mike Conolly, Portfolio Holder for Corporate Resources and Performance
Decision Type:	Non-Key Decision
Classification:	Unrestricted

Purpose of the report:	To monitor performance against key objectives.
Recommendation:	The Council's Performance Report and Actions for the 2nd Quarter 2017/18 be noted

1. **Summary**

The Council's Performance Report for the 2nd Quarter 2017/18 reports on performance against key performance targets throughout the Council, East Kent Shared Services and East Kent Housing during the second quarter. It incorporates comments from each Director on performance within their directorate plus any key initiatives and concerns they may have.

2. **Introduction and Background**

- 2.1 Monitoring of performance against key targets is key to the achievement of the Council's aims and objectives. The Performance Report provides a summary of the Council's key performance figures for the 6 months to 30 September 2017.
- 2.2 The Performance Report contains information relating to the performance of the Council against key corporate indicators and considers the performance of a range of indicators against previous year's performance.
- 2.3 The Performance Report identifies areas where performance is on track throughout the second quarter of 2017/18, whilst recognising the need for further improvements in some areas. Each Director provides additional commentary focussing on areas of high or low performance.
- 2.4 Homelessness remains under pressure with a continued high level of presentations and limited viability of accommodation. The number of households currently staying in temporary accommodation is 109 which is gradually increasing each quarter.
- 2.5 Call waiting times have continued to increase and measures are being taken to increase resources in Customer Services.
- 2.6 There has been a decline in the number of performance targets achieving and efforts are being made to bring these back on track where possible. However in some cases additional pressures are caused by external influences and investigations are being conducted to agree on the actions that need to be taken to enable the Council to

manage the situation and this is particularly evident with the increase in homelessness.

- 2.7 A section is included to show performance within the Shared Services against key indicators. A more comprehensive set of indicators for EK Services and East Kent Housing are monitored through the monitoring structures established by the Agreements under which those services are delivered, with any areas of significant concern being capable of escalation into this quarterly monitoring report, if required.

3. Identification of Options

- 3.1 Not applicable.

4. Resource Implications

- 4.1 None.

5. Corporate Implications

- 5.1 Comment from the Section 151 Officer: The Director of Finance, Housing and Community has been consulted in the preparation of this report and has no additional comments to add. (HL)

- 5.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has not further comments to make.

- 5.3 Comment from the Equalities Officer: This report does not specifically highlight any equalities implications, however in discharging their responsibilities members are required to comply with the public section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15>.

6. Appendices

Appendix 1 – Q2 Performance Report

7. Background Papers

None.

Contact Officer: Colin Cook, Head of Corporate Services