



REPORT of DIRECTOR OF RESOURCES

**to
FINANCE AND CORPORATE SERVICES COMMITTEE
12 JUNE 2018**

REVIEW OF PERFORMANCE 2017 / 18

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to supply Members with details of performance against targets set for 2017 / 18 and to ensure that progress is being achieved towards the corporate goals and the objectives detailed in the Corporate Plan 2015-19 adopted by Council in February 2015 (Minute No. 828 refers) with the 2017 / 18 annual update approved by the Council in April 2017.
- 1.2 Where performance or progress is behind schedule or at risk, the reasons why need to be fully understood and decisions taken on what, if any, action is required to bring performance back on track.
- 1.3 Quarterly reviews of performance are undertaken by the Overview and Scrutiny Committee and the position as at the year-end was reviewed at the meeting on 6 June. An annual performance report will also be submitted to the Council on 28 June.
- 1.4 All of the performance information contained within this report is recorded on the Council's Performance and Risk Management system (TEN) to which all Members have access.

2. RECOMMENDATION

Members review and comment on the information as set out in this report and **APPENDIX 1**.

3. SUMMARY OF KEY ISSUES

- 3.1 The format of the half yearly performance reports to this Committee is on an "exception" basis i.e. only those activities and indicators that are behind schedule, at risk or where targets have not been achieved are included. This will ensure the focus is on those areas requiring attention and assisting Members to challenge performance or allocation of resources where the Council's corporate goals may not be achieved.
- 3.2 **APPENDIX 1** to this report details for each of the corporate goals:
 - The key corporate activities which are assessed as being "behind schedule" or "at risk of not being achieved"

- Indicators which have not achieved the end of year target.

3.1.1 The activities / indicators aligned with this Committee have been marked  to provide easy identification by Members.

3.3 There have been successes and achievements in 2017 / 18, including:

- The annual total days lost per Full Time Equivalent (FTE) for 2017 / 18 is 10.86 compared to 12.4 for 2016 / 17 - a reduction of 1.54 total days lost per FTE - and the lowest since 2013 / 14. There has been a reduction in long term absence (from 7.08 days per FTE in 2016 / 17 to 5.63 days in 2017 / 18) – this can be attributed in part to the revised Attendance Management Policy and HR and management implementing interventions, supported by Occupational Health that facilitate a return to work for staff.

There has been positive progress in improving this year's attendance figures. However, achieving change following policy implementation does take time. Continuing to manage attendance as a priority coupled with greater manager compliance should further improve overall figures over the coming year.

- All Staff and Members email boxes have now been migrated to Office 365 replacing Exchange 2007, Good for Enterprise, Enterprise Vault and email filtering; it has also brought web access to email, file storage and online Office.

The licensing from the project allows us to securely manage council data on remote devices and will enable us to rollout Office 2016 and Windows 10 in future. Staff and Members can also edit and share documents on any device using either the install apps or web browser versions of Office. The project has laid the foundations for future adoption projects including Skype for Business, Yammer, Microsoft Teams, SharePoint online and Microsoft Azure (hosted server infrastructure).

- The Council Tax collection rate for 2017 / 18 has increased slightly to 98.45% (from 98.3% in 2016 / 17) - 0.05% higher than the level last achieved in 2012 / 13 before the Local Council Tax Support scheme was implemented (requiring all working age residents receiving Council Tax benefit to pay a minimum of 20% towards their Council Tax). This has been achieved in a year when residents have been impacted by further welfare reforms.
- Maldon District Council won two awards at the 2018 GeoPlace Exemplar Awards - Best Address Data in East of England and a Gold Performance Award for Address Data. These awards celebrate excellence in address and street information enabled service delivery across local government, police, fire and national parks. They recognise the vital role address and street information professionals play in local service delivery.
- Additional income has been achieved through the ongoing review of the rent and configuration of Council owned properties

3.2 Customer Feedback Received

3.2.1 16 complaints and 4 compliments about services that report to this Committee were received between 1 April 2017 and 31 March 2018:

Service Area	Total complaints 2015 / 16	Total complaints 2016 / 17	Total complaints 2017 / 18	Total compliments 2015 / 16	Total compliments 2016 / 17	Total compliments 2017 / 18
Legal and Democratic Services	8	3	3	0	0	1
IT Services	0	1	1	0	0	0
Facilities	0	0	0	1	1	1
Revenues and Benefits	14	10	14	5	5	2
Director of Resources	0	0	1	0	1	0
People, Performance and Policy	0	0	0	0	5	0
Total	22	14	19	6	12	4

3.2.2 All complaints received are investigated and action taken to improve service delivery where learnings are identified.

4. CONCLUSION

4.1 Good progress has been made on a number of activities which will contribute to the Council's corporate goals and objectives. However, there are key corporate activities at risk or behind schedule and performance indicators which did not achieve the end of year target. The reasons why need to be fully understood and decisions taken on what, if any, action is required to bring performance back on track.

5. IMPACT ON CORPORATE GOALS

5.1 The Council stated its corporate goals and objectives in the Corporate Plan for 2015-19.

5.2 In turn, the services agreed actions (Key Corporate Activities) that they would take forward in 2017 / 18 to contribute to the achievement of these objectives. Performance indicators and measures were established to monitor the impact of these actions and to provide evidence of achievements.

5.3 To ensure that Maldon District Council (MDC) progresses towards or achieves the goals stated in the Corporate Plan, it is important that performance is monitored and managed against targets and milestones.

- 5.4 It is also important as the Council is accountable to the community that it is able to demonstrate it is monitoring and managing performance effectively.

6. IMPLICATIONS

- (i) **Impact on Customers** – Performance Management is about agreeing and achieving objectives and priorities, monitoring our performance against agreed targets and timescales, identifying opportunities for improvement, making necessary changes and ultimately delivering quality public services.
- (ii) **Impact on Equalities** – For the Council “Equalities” means understanding our staff and customers and making sure that our policies and services are designed to meet their needs and implemented appropriately.

MDC is committed to providing equal opportunity of access to services, and level of service provided, and to work towards developing communities that are free from discrimination.

- (iii) **Impact on Risk** – If performance is not managed effectively by the Council at both Committee and management level, there is a risk that the Council will not achieve its stated priorities and outcomes.
- (iv) **Impact on Resources (financial and human)** – If action is needed to bring key activities or indicators back on track to meet the targets set, a reallocation of resources may be required to ensure that objectives and priorities are achieved.
- (v) **Impact on the Environment** – None.

Background Papers: None.

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