



**REPORT of  
DIRECTOR OF CUSTOMERS AND COMMUNITY**

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**to  
COMMUNITY SERVICES COMMITTEE  
22 MAY 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 will be reviewed at its meeting on 6 June. An annual performance report will also be submitted to the Council on 28 June 2018.
- 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.

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

3.3 Successes and achievements during the year should be noted and include:

3.3.1 A number of educational events were arranged by the Community Safety Team including:

- Stay Safe this summer” to 300 Year 7 students in July 2017 focussing on drug awareness (including psychoactive substances).
- “Get Ready for summer” was held at Promenade Park in July 2017.
- Crucial Crew was delivered to over 600 Year 6 students in September 2017 and included workshops on fire safety, road safety, anti-bullying, internet safety, park safety, first aid and alcohol awareness.
- Working with the Council for Voluntary Services the "Warm Maldon Project" was delivered to support vulnerable people over the winter months through distributing warm packs and promoting flu vaccination campaigns.
- Maldon Skate Park Project was completed in August 2017. A professional graffiti art company, Brave Arts, was commissioned to work with local people to design and paint the skate park. Over 20 young people helped deliver this project over two days.

3.3.2 A number of Coastal Hubs were installed with official openings in Tollesbury and Heybridge Basin.

- Coastal trail literature was developed to promote the Saltmarsh Coast with devoted webpages.
- Additional town signage was installed in Maldon and Burnham-on-Crouch connecting the leisure quarter and the High Street in Maldon and the railway station and the High Street in Burnham-on-Crouch.
- A successful series of summer 2017 events were facilitated by the Council including the Maldon Motor Show and the first Maldon Smoke and Fire Food Festival took place in Promenade Park over a weekend in August. The events proved popular with the public and contributed to income over the summer.
- Saltmarsh 75 was held once again in October 2017 attracting entrants from far and wide.
- The Council’s Waste team was shortlisted for awards in categories for partnership and best communications champions.
- The Community Protection Team became the first local authority Team in the UK to be accredited and authorised to undertake speed enforcement on behalf of the Police.

- Officers have been involved in a targeted “strengthening communities” pilot project in the areas of the Tolleshunts and Tollesbury - areas at high risk of loneliness and isolation.
- We are supporting a weight management service, with a number of our staff being trained to assist with weigh-ins at the Council Offices. Maldon District Council (MDC) hosted a Health and Wellbeing event to promote the launch of a new Essex health and wellbeing website “Livewell”.
- Since July 2017 the Council has coordinated efforts from the voluntary sector to help maintain open spaces. From July 2017 to March 2018 over 2,100 hours of time have been donated by members of the community or via the Community Payback scheme. If a ‘per hour’ value was applied to this volunteering at the Living Wage of £8.75 per hour, the contribution of the volunteer hours recorded just between July 2017 and March 2018 equates to approximately £18,420.
- Good progress has been made on taking forward project planning for the Central Area Masterplan which has projects that impact on assets under the control of this committee. Future reports will consult Members during 2018.
- Some additional information is included within **APPENDIX 2** to this report.

### 3.4 Complaints and Compliments Received

3.4.1 106 complaints and 27 compliments about services that report to this Committee were received by the Council 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
Leisure, Countryside and Tourism	21	24	17	5	4	3
Customers	15	12 (10 Revenues and Benefits)	15 (14 Revenues and Benefits)	11	8	11
Community and Living	35	78 (64 waste and street scene)	74 (54 waste and street scene)	8	8	13
<b>Total</b>	<b>71</b>	<b>114</b>	<b>106</b>	<b>24</b>	<b>20</b>	<b>27</b>

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

## 4. CONCLUSIONS

4.1 Good progress has been made on a number of activities and successes achieved which will contribute to the Council’s corporate goals and objectives. However, there are

Key Corporate Activities that are behind schedule or at risk and performance indicators which failed to achieve the end of year target.

## 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 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 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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