

# **Resources & Performance Scrutiny Board**

## **Performance Management Framework Second Quarter 2012/13 Report**

**5 March 2013**

### **Report of Corporate Performance Manager**

#### **PURPOSE OF REPORT**

The appended report, which was considered at the 4 March 2013 Executive meeting, covers the Council's performance for the period 1 October to 31 December 2012 as measured through the Performance Management Framework.

This report is public
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#### **Recommendations**

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The Resources and Performance Scrutiny Board is recommended to:

- (1) Note progress, consider any areas of concern and areas of achievement and to determine any follow up action.

#### **Details**

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##### **Introduction**

- 1.1 The attached performance report which was submitted to Executive for consideration on 4 March (Appendix 1) provides information on the Council's performance in the third quarter of 2012/13 measured through the performance management framework. To measure performance we use a 'traffic light' system where Green is 100% of the target met, Amber 90% and above, and Red below 90% and detailed performance indicators and commentary is presented in the appendices to the report to the Executive.
- 1.2 At the time of writing this report, the Executive had not been held. A verbal update will therefore be provided at the meeting advising Members of the resolution of the Executive.
- 1.3 The Board considered the Quarter 2 Performance Monitoring report in

January 2013 and requested an update on the “Best bar none” scheme, complaints referred to the Ombudsman and planning appeals be provided to a future meeting of the Performance Scrutiny Working Group. These item report as follows in the Quarter 3 report:

#### **“Best Bar None”**

The roll out of the “best bar none” scheme working with local police and licence holders to roll out which will help make our town centres safer in the evenings is reporting as Amber and has done for the last 3 performance reports. A steering group of members and lead assessors (had to be trained) have been identified. This was initially delayed due to assessors requiring training. A meeting held at South Northants Council has identified a local training course, all assessors will be trained during April 2013. Two day training course has been confirmed in Northampton.

#### **Ombudsman**

This reported red in Quarter 3. The number of complaints referred to the Ombudsman for Quarter 3 is 7, an increase of 4 from Quarter two. 6 of these complaints were within Planning and all related to the permission given for two garages. The remaining complaint was regarding business rates.

#### **Planning Appeals**

This is now reporting Green due to no appeals allowed in Quarter 3.

- 1.4 The Performance Scrutiny Working Group (PSWG) usually reviews the Performance Management information and feeds and comments into the Resources and Performance Scrutiny Board. Due to the changes to the reporting schedule this report is being presented directly to the Resources and Performance Scrutiny Board for consideration.
- 1.5 The 2012/13 Year End Performance Monitoring report will be submitted to the June meeting of Executive and subsequently submitted to the PSWG for consideration.

### **Implications**

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#### **Financial:**

There are no direct financial implications arising from this report. Financial implications regarding the Performance Management report are as set out in the appended report to Executive.

Comments checked by Sarah Best, Service Accountant, 01295 221982

**Legal:** There are no direct legal implications arising from this report. Legal implications regarding the Performance Management report are as set out in the appended report to Executive.

Comments checked by Paul Manning, Solicitor  
01295 221691

**Risk Management:** There are no direct risk implications arising from this report. Risk implications regarding the Performance Management report are as set out in the appended report to Executive.

Comments checked by James Doble, Democratic and Elections Manager, 01295 221587

### **Wards Affected**

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All

### **Corporate Plan Themes**

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All

### **Executive Lead Member**

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Councillor Nicholas Turner  
Lead Member for Performance and Customers

### **Document Information**

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<b>Appendix No</b>	<b>Title</b>
Appendix 1	Performance Management Report to Executive, 5 March 2013
<b>Background Papers</b>	
None	
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