

**Cherwell District Council**  
**Overview and Scrutiny Committee**

**18 February 2014**

<b>Draft Quarter 3 Exceptions Report</b>
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**Report of Head of Transformation**

This report is public

### **Purpose of report**

The attached Appendix 1 is a draft report of the areas the Performance team have extracted from the Quarter 3 performance report as areas of concern and achievement as measured through the Performance Management Framework.

### **1.0 Recommendations**

The meeting is recommended:

- 1.1 To note the highlighted areas in this draft report.
- 1.2 Identify any performance related matters for future review by the Overview and Scrutiny Committee or referral to Executive.

### **2.0 Introduction**

- 2.1 The first part of the report highlights areas the areas that have exceeded target and have been RAGG\* (Red, Amber, Green, Green\*) rated as a Green\*. The second part of the report highlights areas for further monitoring and that have not made sufficient improvements since Quarter 2.
- 2.2 To measure performance we use a 'traffic light' system where Green\* is exceeding the target, 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 this report.

### **3.0 Report Details**

- 3.1 The draft Cherwell District Council Performance Report for Quarter 3 Appendix 1.

Table 1. Areas of performance strength to be highlighted and noted the performance across the corporate priorities is generally on track:

<b>Performance Measure</b>	<b>RAGG*</b>	<b>Update</b>	<b>Priority</b>
Support vulnerable residents, focussing on homelessness prevention & housing advice	Green*	We have maintained good performance in delivering homeless prevention focused services. In this quarter the Housing Needs Team opened 233 prevention cases, of these, 101 only required advice, 11 did become homeless and 116 were prevented from becoming homeless through casework intervention. In the period a total of 31 homeless applications were taken and 10 full duties accepted. This represents only 13% of those approaching the Housing Needs Team stating they are in housing crisis.	A District of Opportunity
Number of households living in temporary accommodation	Green*	At the end of December 13 there were 28 Households in Temporary Accommodation, the number has gone down mainly as a result of being able to successfully discharge our duties and enable applicants to move on to secure settled accommodation, whilst keeping the numbers of those presenting for homeless duties low due to the continued focus on homeless prevention.	A District of Opportunity
Processing of major applications within 13 weeks (%)	Green*	The improvement measures have resulted in a sustained increase in performance this year to date. Quarter 3 performance of 80% represents a significant improvement on historic performance.	A District of Opportunity
Average time taken to process new Housing Benefit Claims (days)	Green	A further improvement reflecting the fact that the backlog from summer has been cleared. Performance year to date: 16.74. This reported as Amber last quarter.	A District of Opportunity

Protect and enhance the quality of the built environment by completion of Conservation Area Reviews and strong design guidance for all new developments	Green	The issues reported in the last quarter have now largely been resolved. A new conservation officer has been recruited, who is proving to be a real asset to the team. The level of pre application advice and planning and listed building applications being managed by the team is very high at the moment, which has led to some of the strategic, longer term projects taking longer than initially planned. Conservation Area Appraisals are on target and there are four appraisals and management plans which are very close to being published and should be signed off in the next month. This reported as Amber last quarter.	A District of Opportunity
Processing of minor applications within 8 weeks	Green	Performance this quarter has continued to show improvement, following the action taken during the previous quarter improved. As anticipated, the backlog in registration took some time to take effect, but the improvement is now expected to be maintained. This reported as Amber last quarter.	A District of Opportunity
Processing of other applications within 8 weeks	Green	As for minor applications, performance this quarter has continued to show improvement, following the action taken during the previous quarter. As anticipated, the backlog in registration took some time to take effect, but the improvement is now expected to be maintained.	A District of Opportunity
% houses developed on previously developed land	Green*	34 of the 74 houses completed in Quarter 3 were on previously developed land. This brings the number to 103 out of 275 year to date. This reported as Red last quarter.	A District of Opportunity
Number of risk based food premises inspections completed	Amber	The team remain on target to finish at 100% despite lower than anticipated figures for Quarter 3. This was due in part to a number of food poisoning outbreaks and food alerts from the Foods Standard Agency Year to date.	A Safe, Healthy & Thriving District.

		performance 458 against target of 436. This had reported as Red last quarter.	
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3.2 Table 2. Areas of performance risk to be kept under review

<b>Performance Measure</b>	<b>RAGG*</b>	<b>Update</b>	<b>Priority</b>
Deliver 500 new homes including through planned major housing projects.	Red	House building in the district has been slow due to the recent market conditions therefore it is possible that the end of year target would not be met. However the Council had released a number of large strategic sites in 2013 which have either received planning permission or resolution to approve, with a view to improving delivery. These sites include: Land east and west of Southam Road, North of Hanwell Fields and West of Bretch Hill. Work has also commenced on the Bankside site at Banbury, and other sites in the rural areas such as Arcott and Milcombe are well underway.	A District of Opportunity
Tonnage of waste sent to landfill	Amber	There has been a small rise in flytipping following a small fall last year. Comparable year to date figure for 2011/12 was 272	A Cleaner, Greener District
Reduce domestic burglary incidents reported by 2% (per 1000 Popn.)	Red	December tends to be the turning point in all crime and therefore a reduction in burglary is anticipated during next quarter	A Safe, Healthy & Thriving District.
Car parking revenue (Cash machines & Ringgo)	Red	Quarter 3 saw a further reduction in car park income. This is in the main due to income reduction from operating a reduced number of car parks in Bicester and the opening of Sainsbury's, a greater impact than was initially projected.	An Accessible, Value for Money Council

- 3.3 Matters raised in the last Quarter's performance report with a progress update in Quarter three. The RAGG\* is included below with an indication of whether the issue has been rectified or is on-going. The Table below illustrates progress against the last quarter's performance concerns.

Issues raised in the Quarter 2 Report	Progress update
Planning appeals allowed against refusal decision	This is reporting as Red for this quarter. The performance measure is volatile as it is based on low overall appeal numbers and therefore each decision can impact on the performance measure for appeals. There is no evidence of poor performance, though this continues to be carefully monitored. The Council has faced disappointing appeal decisions in respect of proposals for major developments. The absence of a demonstrated five year housing land supply has been given significant weight by inspectors in allowing the appeals outweighing the harm identified. If these decisions were removed from the figures the number of appeals dismissed would be close to target.
Percentage of Council Tax collected (cumulative)	This is reporting Amber; performance has been maintained for Quarter three.

#### 4.0 Conclusion and Reasons for Recommendations

- 4.1 The Overview and Scrutiny Committee reviews the performance of all council services and can make reports or recommendations to Executive and/or Council. The Performance and Insight Team in association with the relevant directorate staff, provide the committee with regular reports on performance against targets and outcomes, direction of travel and explanations of performance.

#### 5.0 Consultation

No specific consultation on this report is required. However, it should be noted that several indicators are based on public consultation or customer feedback.

## **6.0 Alternative Options and Reasons for Rejection**

- 6.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: To note the report

Option 2: To request additional information on items and/or add to the work programme for review and/or refer to Executive.

## **7.0 Implications**

### **Financial and Resource Implications**

- 7.1 Financial Effects – The resource required to operate the Performance Management Framework is contained within existing budgets. However the information presented may lead to decisions that have financial implications. These will be viewed in the context of the Medium Term Plan and Financial Strategy and the annual Service and Financial Planning process.

Comments checked by:

Kelly Warburton, Service Accountant,  
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### **Legal Implications**

- 7.2 There are no legal issues arising from this report.

Comments checked by:

James Doble, Democratic and Elections Manager,  
01295 221587, james.doble@cherwellandsouthnorthants.gov.uk

### **Risk Implications**

- 7.3 The purpose of the Performance Management Framework is to enable the Council to deliver its strategic objectives. All managers are required to identify and manage the risks associated with achieving this. All risks are logged on the Risk Register and reported quarterly to the Audit Committee.

Comments checked by:

Ros Holloway, Performance Information Officer  
01295 221578 Ros.Holloway@cherwellandsouthnorthants.gov.uk

### **Data Quality**

- 7.4 Data for performance against all indicators has been collected and calculated using agreed methodologies and in accordance with Performance Indicator Definition Records (PIDRs) drawn up by accountable officers. The council's performance

management software has been used to gather and report performance data in line with performance reporting procedures.

Comments checked by:

Ros Holloway, Performance Information Officer

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## 8.0 Decision Information

### Wards Affected

All

### Links to Corporate Plan and Policy Framework

The Performance Management Framework covers all of the Council's Strategic Priorities

### Lead Councillor

Councillor Nicholas Turner

Lead Member for Performance and Customer

## Document Information

Appendix No	Title
Appendix 1	CDC Draft Quarter 3 Performance Report
Background Papers	
None	
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