
PERFORMANCE INDICATORS Q1 2017/18

Purpose of the Report

1. To provide Members with an update on performance against key performance indicators.

Summary

2. This report provides quarter 1 (April – June) 2017/18 performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 12 June 2017, and subsequently by scrutiny committee chairs.
3. The indicators included in this report are aligned with key priorities and are likely to be those used to monitor the Corporate Plan 2017/21 which is being developed. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
4. It is suggested monitoring focuses on issues and exceptions, and relevant assistant directors will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
5. Many of the indicators included in this report are reported annually and therefore quarterly updates for these indicators are not available. The Committee may prefer that the annual indicators are included in the report at quarter 4 (outturn) only.
6. For those indicators for which previous data is available for comparison, 11 indicators are better than previously reported, 2 are the same as previously reported, and 7 are not as good as previously reported.
7. Performance against non-major planning development decisions is improving; and whilst performance against major planning applications is down, as the number of applications are low, a single additional application decided within target time would have resulted in target being achieved.
8. Fly tip removal within target time improved in the course of the quarter with 100% of large fly tips removed within target time, and target achieved for both large and small fly tips. Noise complaint investigation within target time is down slightly this quarter although target has still been achieved.
9. A detailed performance scorecard is attached at Appendix 1.
10. This report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to Barbara.Copson@Darlington.gov.uk

Recommendation

11. It is recommended:

- a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors;
- b) that the committee consider whether they would prefer annual indicators not be included in reports for quarters 1-3.

Paul Wildsmith
Director Neighbourhood Services and Resources

Background papers

No background papers were used in the preparation of this report.

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S17 Crime and Disorder	This report supports the Council's Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Sustainability	This report supports the Council's sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This report supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes
Efficiency	Scrutiny of performance is integral to optimising outcomes.