

Appendices: 1



NORTHAMPTON
BOROUGH COUNCIL

CABINET REPORT

Report Title	Corporate Performance Outturn 2015-16
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AGENDA STATUS: **Public**

Cabinet Meeting Date:	7 September 2016
Key Decision:	No
Within Policy:	Yes
Policy Document:	No
Directorate:	Borough Secretary
Accountable Cabinet Member(s):	Cllr Mary Markham
Ward(s)	n/a

1. Purpose

1.1 To inform Cabinet of the Council's outturn performance for 2015-16 monthly and quarterly performance indicators (reporting period: 1 April 2015 to 31 March 2016).

2. Recommendations

2.1 That Cabinet review the contents of the performance report (appendix 1) and recommend actions to be taken, if any, to address the issues arising.

3. Issues and Choices

3.1 Report Background

3.1.1 Performance data is collected across a range of locally developed indicators which are collected on a monthly, quarterly or annual basis and form the basis of the Council's performance monitoring process. Cabinet members receive detailed information on all the measures monitoring the Corporate Plan within their portfolios on a regular basis.

3.1.2. This report summarises the outturn performance data for 2015-16 (reporting period: 1 April 2015 to 31 March 2016). The appended report details:

- A performance dashboard overview for each of the corporate themes
- Detailed KPI results with supporting commentary

3.2 Issues

3.2.1 Progress against Corporate Plan priorities

Overall, both Corporate Plan priorities met their targets (blue, green, or amber status). **67%** of performance measures (where data is available) reached their target.

3.2.2 Overall indicator performance against targets

Status	Overall Percentage (%)	Overall Percentage (%)
	2014-15	2015-16
Blue • Exceptional or over-performance	55.3	54.76
Green • On or exceeding target		
Amber • Within agreed tolerances	14.3	11.9
Red • Outside agreed target tolerance	30.3	33.33

3.2.3 Highlights:

- Overall, 67 % of performance measures reached their targets in 2015/16
- There are 42 performance measures and of those 28 were we within agreed tolerances or above and 14 of the 42 falling short of their targets
- Two of the targets missed relate to missed domestic waste bins. These have been due to vehicle breakdowns, issues around sack collection and delays delivering green sacks. Actions such as a new operational process have been put in place to help achieve the targets for next year
- The target for the number of new businesses locating in the Northampton Enterprise zone is set by SEMLEP/DCLG and was missed by 3 properties
- 17 new business did successfully locate to the Northampton Enterprise Zone during 2015/16
- The number of new jobs created in the Northampton Enterprise Zone has reported exceptional performance with a target of 300 and actual delivery of new jobs created being 602
 - Northampton has the highest figure outside of London for business start-ups reported by independent organisations (not part of Northampton's performance measures)

- There are underachieving targets on the homeless performance measures. The implementation of Northampton's multi agency rough Sleepers Strategy in early 2016/17 aims to address this and reduce the number of people found bedded down in Northampton in the future.
- In February 2016 a new policy and fee structure was implemented for HMO licencing. The two performance measures for HMO licencing fell short during this period of transformation for the policy and fee structure
- The number of unique visits to the museum web pages continues to rise steadily from 49,608 visits in 2013/14 to 65,332 visits two years later in 2015/16
- Excellent performance for the removal of fly tipping waste remains high and constant with the percentage of fly tipping incidents removed 2 working days from notification. In 2013/14 the performance was 99.92%, in 2014/15 it was 99.37% and in 2016/16 it was 99.89%. This high performance measure is due to efficient working practices being in place
- The increase in the town centre footfall can be impacted on by many things that are difficult to predict and not within the influence of Northampton Borough Council. However, there are many initiatives in the last twelve months that will have supported the increase in footfall from 13,814,047 in 2013/14 to 15,280,622 in 2015/16 such as 2 hour free parking, Saturday free parking, town centre events and the opening of Abington Street

3.2.3 Data Quality

The Council has processes in place to ensure that the data and information it provides to support management decision-making is as reliable as possible. The Council has a strategy to improve data quality and service areas are working to achieve the objectives within it.

A quality assurance process is in place for the validation of data. The measure owners challenged and checked the data and these were then signed off at Director level.

3.3 Governance

- 3.3.1 Cabinet are asked to review the appended performance report and recommend actions to be taken, if any, to address the issues arising.

4. Implications (including financial implications)

4.1 Policy

- 4.1.1 A number of corporate measures are monitored on a monthly basis to track progress towards delivering our priorities, as detailed in the Council's Corporate Plan. Service areas annually develop objectives, measures and targets to ensure the delivery of the Corporate Plan through the service planning process.

4.2 Resources and Risk

4.2.1 The service areas Service Plans underpin the delivery of the Corporate Plan priorities. All objectives, measures and actions within the Service Plans are risked assessed and challenged before final approval. The challenge process includes the agreement of performance targets and the capacity / ability to deliver the plans with appropriate resource set aside to do so.

4.3 Legal

4.3.1 There are no specific legal implications arising from this report.

4.4 Equality and Health

4.4.1 There is no specific health or equalities implications arising from this report as it is for information only.

4.5 Consultees (Internal and External)

Who?	When?
Measure owners and heads of service	Throughout July & August 2016
Cabinet	7 September 2016
Audit Committee	5 September 2016

4.5.1 A Performance & Finance report is monitored by Cabinet on a quarterly basis.

4.5.2 A Full performance report is submitted to the Overview & Scrutiny on request, and to the Audit Committee for review and action.

4.5.3 Heads of Service and Management Board are consulted as part of the performance monitoring process.

4.5.4 Performance data (financial and non-financial) is published on the NBC website.

4.6 How the Proposals Deliver Priority Outcomes

4.6.1 Performance monitoring (financial and non-financial) by exception and using it to improve performance is good practice in terms of efficient and effective management. It contributes directly to the priorities of sustaining “effective and prudent financial management” and being “an agile, transparent organisation with good governance”.

4.7 Other Implications

4.7.1 There are no other implications arising from this report.

5. Background Papers

5.1 Appendix 1: Performance Outturn – Key Indicators – 2015/16

Francis Fernandes, Borough Secretary (Extension: 7334)