Report to: **Salcombe Harbour Board**

Date: **29 February 2016**

Title: **3rd ¼ Performance Indicators**

Portfolio Area: *Salcombe Harbour*

Wards Affected: **All**

Relevant Scrutiny Committee: O & S Cttee

Urgent Decision: **N**   Approval and   **N**
                                 clearance obtained:

Date next steps can be taken: **N/A**
(e.g. referral on of recommendation or
implementation of substantive decision)

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Recommendations:
1. That the Harbour Board NOTES the latest PIs

1. Executive summary. This report summarises Salcombe Harbour's performance indicators (PIs) for the period 1 Oct – 31 Dec 15.

2. Background. The Harbour Board endorsed the introduction of a set of PIs and to have them reported as a standing agenda item (SH 26/06).

3. Outcomes/outputs.
- The number of visitors, visitor-nights and income for the 3rd quarter is higher than average.
- The waiting list length remains broadly static.
- There were no complaints and 3 compliments recorded.
- There were 2 occasions of theft from Whitestrand. Although captured on CCTV it has emerged that the quality of recorded images was too poor to be of actionable use and replacement options are being sought.

4. Options available and consideration of risk. Continue to monitor and report; be prepared to review PIs for their utility.

5. Proposed Way Forward. It is proposed to continue monitoring PIs.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	The Salcombe Harbour Order 1954
Financial	N	None
Risk	N	None
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime and Disorder	N	No adverse impacts
Health, Safety and Wellbeing	N	No adverse impacts
Other implications	N	

Supporting Information

Appendix: 3rd ¼ PI results.

Background Papers: None

Approval and clearance of report

Process checklist	Completed
Portfolio Holder briefed	**Yes/No**
SLT Rep briefed	**Yes/No**
Relevant Exec Director sign off (draft)	**Yes/No**
Data protection issues considered	**Yes/No**
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	**Yes/No**