

BUDGET AND PERFORMANCE PANEL

Quarter 4 Corporate Performance Monitoring Report

12 June 2012

Report of Assistant Head (Partnerships)

PURPOSE OF REPORT

To present the corporate performance monitoring report for Quarter 4 of the 2011/12 Performance Review Team Cycle.

This report is public.

RECOMMENDATIONS OF ASSISTANT HEAD (Partnerships)

- (1) **That Budget and Performance Panel considers and comments on the Quarter 4 Corporate Performance Report for the 2011/12 Performance Review Team Cycle.**
- 1.0 **Corporate Performance Review**
 - 1.1 For the Quarter four Performance Review Team (PRT) meetings individual Cabinet members were issued with completed PRT reports in the usual way and given the option to have a formal meeting if they required it. Two Cabinet members decided to have formal meetings and these were held on 24 and 26 April.
 - 1.2 PRT reports issued to Cabinet Members set out performance on service and programme/project delivery using the established RAG (Red, Amber and Green) reporting system.
 - 1.3 The PRT reports highlight achievements against key work areas as well as any problems/ opportunities encountered during the previous quarter or forecast in the future. This information helped to identify progress over the previous quarter and any action(s) needed to get delivery back on track.
 - 1.4 Individual Cabinet Members were also provided with financial summary reports for Quarter 4 covering their portfolio and service areas and provided with reasons for any variances and actions being taken to address these.
 - 1.5 The Corporate Performance Review report was issued to the Leader of the Council on 17 May 2012 indicating **only** those activities with a R(ed) status where further intervention is/is likely to be necessary to achieve the stated outcome or realise the benefits of projects/programmes.
 - 1.6 This report is attached as **Appendix A** indicates that at Quarter 4 there are two activities and one project where performance on the delivery of planned outcomes have not, or are not expected to be, achieved as planned without further intervention. These are:
 - *Reducing Sickness Absence across the whole council* – The average days lost per employee for 2011-12 was 9.56. Whilst this is above the target (9 days) it compares favourably with the previous year (10.63 days) and the overall trend continues to show an improvement. A revised Sickness Absence Management Policy, currently being consulted on, will set out positive actions to reduce sickness absence further
 - *Average time to re-let empty Council Houses* – It has proven difficult to improve the time it takes to complete void repair works prior to re-let with the outturn for Q4 being just over 49 days against a target of 38 days. Positive steps have been taken to address this through an action plan

- *Invest to Save Secondary Glazing Project* – A detailed cost/benefit analysis on the payback period for the investment determined that there was no longer justification to go ahead with this project.
- 1.7 The Corporate PRT *Action Plan* outlines agreed planned and ongoing actions to deliver/get back on track key areas of work.
- 1.8 It is important to acknowledge that overall corporate priorities have been, or are on track to be, achieved. At the end of 2011/12 the following are notable successes towards the achievement of corporate plan priorities and service provision:
- Completion on time and within budget of the installation of Solar PV panels on selected council buildings and sheltered accommodation
 - Above target annual reduction in Co2 emissions on council buildings
 - Schemes within the ongoing programme of improvements to council buildings completed to time, cost and quality
 - Shared service arrangements for Revenue and Property Services (latter to commence June 2012)
 - Delivery of projects to improve the attractiveness, accessibility and enjoyment of the district's parks and open spaces
 - Targeting activities and projects to deliver visitor services and tourism opportunities
 - Working in partnership to improve health, deliver positive activities for children and young people and supports the arts
 - Working with partners to deliver services that keep our streets clean and safe
 - Provision of health and housing services that raise standards; addresses the needs of elderly and vulnerable people and increases rent collection
 - Ongoing work with partners in the voluntary, community and faith sectors to reduce costs, make efficiencies and create residence within the district
 - Developing plans and delivering projects that support economic growth and regeneration in the district
 - Provision of financial and revenues services including successful closure of accounts and budget setting, local taxation collection and payment of housing benefits and accountancy and internal audit functions
 - Corporate support for strategic planning, performance and partnership working, communications, marketing and public consultation and the development of the *Take Pride* Initiative
 - Working with partners to deliver customer services by means of customer service centres, information technology and communications facilities
 - Governance support services including Human Resources, Legal and Democratic Support
- 1.9 Due to the timing of this meeting and the actual production of the Statement of Accounts for 2011/12 by the end of June no Corporate Financial Monitoring report has been produced. Whilst the Quarter 4 report does provide a snapshot of the financial position as at 31 March there are many transactions that can affect it as part of the closedown process and therefore the Statement of Accounts provides a more accurate picture. The Panel will be given an opportunity to fully scrutinise the outturn at their meeting on 11 August.

2.0 Review of PRT Meeting Arrangements

- 2.1 Following the recommendations of Budget and Performance Panel the committee timetable for 2012/13 now allows for quarterly corporate performance to be scrutinised by the Panel prior to submission to Cabinet.
- 2.2 During the current year work will continue to develop the monitoring of performance against corporate plan outcomes and success measures through the performance management information system, CorVu. The new system will provide clearer reporting and monitoring of progress and easier collection and management of performance information that is more accessible and multi-functional.
- 2.3 As the system is both interactive and dynamic and in real time there is an opportunity to reduce the number of formal PRT meetings to twice a year from 2013/14 as decisions, supported by robust information, evidence and intelligence, will be able to be made at any point in time. The views of the Panel will be sought as the system is developed going forward.

3.0 Conclusion

- 3.1 The Council's Performance Management Framework requires the regular reporting of operational and financial performance to Cabinet as part of the Performance Review Team cycle of meetings. The Corporate PRT report provides a summary of key matters and associated actions that have arisen in the quarter that have been escalated to the Leader of the Council and Finance Portfolio Holder for attention.
- 3.2 Overall the Corporate PRT report for this quarter demonstrates that positive action has/is being taken to manage corporate performance towards the achievement of stated outcomes and priorities within the Corporate Plan.
- 3.3 Budget and Performance Panel are asked to consider the proposal that from 2013/14 formal Performance Review Team meetings be reduced to twice yearly.

CONCLUSION OF IMPACT ASSESSMENT

(including Diversity, Human Rights, Community Safety, Sustainability and Rural Proofing)

None arising from this report.

LEGAL IMPLICATIONS

None directly arising from this report.

FINANCIAL IMPLICATIONS

None directly arising from this report.

OTHER RESOURCE IMPLICATIONS: Human Resources / Information Services / Property / Open Spaces: None directly arising from this report.

SECTION 151 OFFICER'S COMMENTS

Section 151 Officer has been consulted and has no further comments.

MONITORING OFFICER'S COMMENTS

Monitoring Officer has been consulted and has no further comments.

BACKGROUND PAPERS

Performance Review Team Reports.

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