

BUDGET AND PERFORMANCE PANEL

Corporate Performance Monitoring Update

15 October 2012

Report of Assistant Head, Community Engagement (Partnerships)

PURPOSE OF REPORT

To present the corporate performance monitoring update report and progress as at September 2012 on actions in the Corporate Plan 2012 – 15. The report also provides an update on developments in, and plans for, improving corporate performance management arrangements in the future.

This report is public

RECOMMENDATIONS OF ASSISTANT HEAD, COMMUNITY ENGAGEMENT (PARTNERSHIPS) AND ACCOUNTANCY SERVICES MANAGER

- (1) That Budget and Performance Panel considers and comments on the latest position on corporate performance and progress being made on actions within the Corporate Plan 2012-15
 - (2) That Budget and Performance considers and comments on ongoing plans to improve performance management
- 1.0 Corporate Performance Monitoring – Updated Position**
- 1.1 The Quarter 1 Corporate Performance Review report attached as **Appendix A** indicates **only** those activities with a R(ed) status where, at that time, further intervention was likely to be necessary to achieve the stated outcome or realise the benefits of projects/programmes. This report was considered by the Leader of the Council at the Corporate PRT meeting held on 30 August 201.
 - 1.2 The report indicates that there was only one activity – *Completion of New Homes in the District* - where performance on the delivery of planned outcomes had not at that stage been achieved as planned without further intervention. A detailed Briefing Note provided by the Head of Regeneration and Planning on the circumstances surrounding this under-performance is attached as **Appendix B (1)**.
 - 1.3 In summary, the briefing note explains that the failure to meet this target is largely because of a poor performance by the private sector in completing new housing in the district, and is largely outside the Council's control. The briefing note also refers to the council's draft Local Plan and a proposal to be considered by Council on 12 September 2012 that housing schemes on green field sites be approved for public consultation. This approval was subsequently given and this proactive action by the Council will be reflected in the indicator being raised to an A(mber) as it demonstrates that the Council has done everything it can to stimulate the housing market locally.
 - 1.4 At its meeting on the 12 June 2012, Budget and Performance Panel asked for regular reports to be provided on the actions being taken to reduce sickness absence. A Briefing Note by the Head of Governance is attached as **Appendix B (2)**.

- 1.5 On 09 October 2012, Cabinet considered a report on progress on actions necessary to deliver the corporate priorities and outcomes that the council hopes to achieve for the district. Details of this report, created automatically through CorVu, are attached as attached at **Appendix C** setting out progress at the halfway point of 2012.

2.0 Performance Management Review

- 2.1 Following Council's approval of the Corporate Plan 2012-15 in May the following work has been undertaken and/or is now underway as part of the ongoing improvements in managing the council's performance:
- A one-page *At a Glance* summary of the 2012 – 2015 Corporate Plan has been produced and displayed in council buildings and offices, providing a simplified overview of the detailed Corporate Plan
 - Working with all Services to develop the Corporate Plan Success Measures into understandable, specific and quantifiable measurements that quantify achievement of, or progress towards, the delivery of Corporate Plan outcomes
 - Ongoing development of the Council's new Performance Management Information System, CorVu, including a complete revision of the detailed structure within the system to reflect the changes in the Corporate Plan 2012-15 incorporating and aligning all of the strategic priorities; outcomes; success measures and actions
 - Development of new Performance Monitoring reports that will clearly identify progress towards the delivery of the Corporate Plan in a way that is meaningful and easily understood by Management Team, Members and the public
 - These new reports will be produced for Quarter 2 Performance Review Team meetings, commencing on 17 October 2012, setting out progress towards the delivery of corporate outcomes for each Cabinet Portfolio Holder's area of responsibility. Following these meetings, a Corporate Performance Report will be produced covering progress on the whole of the corporate plan priorities for consideration by the Leader of the Council and subsequently the Budget and Performance Panel and Cabinet
- 2.2 Work in the coming weeks will be focussed on establishing CorVu as a system that helps the council to move on from monitoring performance to managing performance. As part of effectively achieving this transition, work will be carried out with Services to develop success measures specific to their needs that detail the individuals, activities, budgets and timescales required to improve performance.
- 2.3 An essential piece of work in the coming weeks will be the development of a revised Performance Management Framework that will provide a central point of reference to give clarity around the roles, responsibilities, processes and protocols that support the performance monitoring, reporting and management arrangements of the council. The framework will act as a guide for everyone involved in the performance management process with the intention of helping to provide improved service delivery to our residents.

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 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 Quarter 1 demonstrates that positive action has/is being taken to manage corporate performance towards the achievement of stated outcomes and priorities within the Corporate Plan. This position is firmly supported by the later review (September 2012) of progress on corporate plan actions at this early stage in the life of the 2012 – 2015 Corporate Plan.
- 3.3 Budget and Performance Panel are asked to note the ongoing development of the Performance Management Information System, CorVu and the work being undertaken to improve the council's performance management arrangements.
- 3.4 CorVu is intended to be a long term, not short-term, solution that is sustainable to meet the Council's future requirements as expectations grow in a changing environment. Going forward the system will provide clearer reporting and monitoring of performance information that is more accessible and multi-functional.
- 3.5 It is important that the council is able to adapt to changes in a planned and considered way. To facilitate this the Corporate Plan is refreshed annually in the context of changing needs and aspirations in the district, financial forecasts and desired council tax targets and any other relevant resource implications. Work on developing the 2013 – 2016 Corporate Plan will commence at the end of October and will be informed by ongoing monitoring and management of the council's performance during 2012 – 2013 using the new Performance Management Information system, CorVu.

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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