

PERFORMANCE REPORT

Cabinet – 5 December 2013

Report of Chief Executive

Status: For Consideration

Key Decision: No

This report supports the Council Promise to provide value for money

Portfolio Holder Cllr. Peter Fleming

Contact Officer(s) Lee Banks (Ext. 7161)

Recommendation to Cabinet:

- (a) Members note the contents of the report; and
 - (b) Refer any areas where performance of a service is of concern to the appropriate Advisory Committee for their consideration.
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Reason for recommendation: To ensure that performance of services is considered by the Cabinet and any areas where the performance of services is a concern are investigated by Members.

Introduction and Background

- 1 In July 2013 Cabinet agreed the performance indicators to be monitored and the targets performance will be assessed against for 2013/14. This report provides Members with an update on services performance against those indicators and targets.
- 2 The performance report provided at Appendix A to this report summarises the overall performance within each Portfolio Holders areas of responsibility and provides an exceptions report, with a commentary from officers explaining the reasons why performance is not within 10% of target and detailing any actions the service is planning to take to improve performance levels.

Performance Reporting

- 3 To further improve the transparency of performance reporting for 2013/14 Members are able to see the performance for the most recent month alongside the cumulative performance for the year to date within Appendix A to this report.

- 4 It is hoped that provision of data in this way will better enable Members to prioritise areas for improvement by demonstrating more readily whether any under performance is a short term issue or more prolonged. For example a performance indicator where both monthly performance and year to date performance is 'red' may be considered more of a priority than an area where monthly performance is 'red' and overall performance is 'green'.
- 5 Where areas of under performance are of concern to the Cabinet it is recommended that they refer them to the appropriate Advisory Committee for review. It is recommended that this course of action is only taken where Members are of the opinion that the current actions set out by Officers in their commentaries are unlikely to bring on the level of improvement Members expect.

Performance Overview

- 6 The following table summarises the performance levels as at the end of September 2013.

	Current Month	Year To Date
Red <i>10% or more below target</i>	3 (7.5%)	2 (5%)
Amber <i>Less than 10% below target</i>	5 (12.5%)	8 (20%)
Green <i>At or above target</i>	32 (80%)	30 (75%)

- 7 For Members information there are six indicators where there is no information to report for this period. In two of these cases information is being gathered from partners and delaying the publication of data. In the remaining four cases there is not yet data to report for the year.

Other Options Considered and/or Rejected

- 8 None.

Key Implications

Financial

- 9 Effective performance management monitoring arrangements will assist the Council in diverting resources to areas or services where it is considered to be a greater priority.

Legal Implications and Risk Assessment Statement.

- 10 Robust arrangements are in place to ensure that the risk of inaccurate data being reported to Members is minimised and assurance can be placed on the accuracy of data used to assess performance. By reporting to Members and ensuring all

Members are able to access the Council's performance management system the risk of poor performance not being identified or addressed is minimised.

Equality Impacts

Consideration of impacts under the Public Sector Equality Duty:		
Question	Answer	Explanation / Evidence
a. Does the decision being made or recommended through this paper have potential to disadvantage or discriminate against different groups in the community?	No	The report provides information on the performance of services. The way in which those services are delivered are subject to their own Equality Impact Assessments.
b. Does the decision being made or recommended through this paper have the potential to promote equality of opportunity?	No	
c. What steps can be taken to mitigate, reduce, avoid or minimise the impacts identified above?		Not applicable.

Conclusions

- 11 This report to Members summarises performance across the Council to the end of September 2013. Members are asked to consider five performance indicators which are performing 10% or more below their target and if the actions being taken by officers are not deemed sufficient are recommended to refer those indicators to the relevant Advisory Committee for further assessment.

Appendices

Appendix A – Performance Data

Background Papers:

None.

Dr Pav Ramewal
Chief Executive