



Scrutiny Committee 19 June 2017

Quarterly Performance Reporting – Quarter 4 2016-17

Purpose of report

This report provides Members with high level information about performance across the council in relation to agreed performance indicators and other statistics that support the monitoring of performance. Areas of achievement are also identified.

Attachment(s)

Appendix A: Quarter 4 Performance Highlights report – April 2016 to March 2017

1.0 Background

- 1.1 In order to monitor and report on the Council's performance, quarterly Performance Clinics are held for each service area.
- 1.2 The purpose of the performance clinics is to assess how service areas are progressing towards delivering key priorities and outcomes, identify problem areas and actions where required, provide peer challenge and identify and record good performance. The result is a high level report for Members focussing on the key areas of interest.

2.0 Performance Clinics

- 2.1 The Performance Clinic report for each service area includes information on all performance indicators, achievements and workforce statistics.
- 2.2 The Quarter 4 performance clinics for 2016-17 took place in February 2017. Clinics were attended by the Heads of Service, Middle Managers, Executive Director, Chief Executive, Finance Manager and Performance Officer.
- 2.3 The Performance Officer discussed and challenged each section of the detailed performance report and the clinics agreed which items should be reported to the Scrutiny Committee.
- 2.4 The overall performance report has been prepared for the Scrutiny Committee and is attached at Appendix A. The report contains:
 - A summary of performance across the Council
 - Key Performance Indicators which have been underperforming for 2 (or more) consecutive reporting periods.
 - Key Priority Performance indicators that are over-performing or within tolerance and have been selected, by Heads of Service, for escalation to committee
 - Performance Indicators that are of particular interest/relevance to the committee
 - Employment Statistics
 - Service area achievements
- 2.5 The criteria for under-performing key priority measures means that any measure which has under-performed for two or more consecutive periods is escalated for inclusion in the Scrutiny report as a matter of course.

2.6 Explanations are provided against performance indicators to give context to the quarter's performance. Heads of Service may attend the Committee meeting to provide further information.

2.7 Scrutiny Committee has requested that operational measures monitored by the Waste Team be included in the report.

3.0 Equality and Diversity Implications

3.1 This is an information report for discussion. There are no equality and diversity implications arising.

4.0 Legal Implications

4.1 This is an information report for discussion. There are no legal implications arising.

5.0 Risk Management

5.1 There are no significant risks arising from the information provided in this report.

6.0 Financial Implications

6.1 This is an information report for discussion. There are no financial implications arising unless Members identify areas of significant underperformance that require additional resources to improve performance. Any proposed action would be subject to a further report and recommendation through the Policy & Resources Committee.

7.0 Corporate Outcomes

7.1 The information provided in this report demonstrates how the council is performing in relation to its Corporate Outcomes of:

- Good Value for Money
- Healthy
- Clean
- Sustainable
- Prosperous
- High quality service delivery
- Effective Management
- Members and staff with the right knowledge skills and behaviours

8.0 Recommendation

8.1 The Committee is recommended to consider and discuss performance reported for Quarter 4 2016-17

Legal	Power: Local Government Act 2000				
	Other considerations:				
Background Papers:					
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Date: 18/05/17					
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