

REPORT TO: OSC**DATE:** 14 November 2019**REPORT TITLE:** Corporate Performance Report**REPORT AUTHOR/S:**

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PURPOSE OF REPORT:

A response to the reasons stated in the Call-In of the Corporate Performance Report

SUMMARY: This report outlines the response to the Call in of the Corporate Performance Report.

1. BACKGROUND

The Quarterly Corporate Performance Report has been subject to a Call-In. This briefing paper provides a response to the reasons stated in the Call-In.

This report seeks to provide assurance around the quarterly performance report and address the reasons and questions raised from the Call in.

Every indicator is reviewed by Deputy Cabinet Member and relevant Cabinet Member for that service area. This includes specific officer meetings in the four areas of interest where there has deemed to be significant concerns around performance, therefore, where there are process queries are raised, this is not an indication of lack of scrutiny or review of these performance indicators.

A review of all KPIS has been undertaken and all KPIS that are not just data only now have annual targets. Where KPIS are categorised as data only then this will be updated and indicated as such in the future. Indicators that are data only are where the Council does not have direct influence to be able to determine the result and are added for information and context.

As part of the Quarterly performance report, an overall summary of current performance is provided. This information shows the number of Key Performance Indicators (KPIS) that are rated as Red, Amber and Green as at the end of the relevant period. Green is where the item is on or exceeding target, Amber is where the target has been narrowly missed but is still on track and Red is where the performance is below target. The summary below shows the position at the end of Quarter 1.

	Q4 2018-2019 Jan-March 2019	Q1 2019-2020 April-June 2019
Number KPIS showing as Red	21	15
Number KPIS showing as Amber	16	10
Number KPIS showing as Green	37	32
No Target - Data only	18	19

The reasons for the call in can be summarised into five key areas that are addressed below.

- Quarterly targets not being displayed on the report
- Indicators displayed without annual targets
- KPIS without a Quarter one figure
- Appendices and Action Plans
- Omissions and formatting of the report

2. ISSUES AND CHALLENGES

Quarterly targets not being displayed within the report

- Although, the Quarter one report does not include quarterly targets, progress can still be tracked via the RAG rating (Red, Amber, Green) which is based upon quarterly targets, so you can see which items are below and above target although the target is not displayed.
- Where possible individual months performance is shown for Q1 alongside the same period last year, so the reader is able to assess the direction of travel.
- Quarterly targets were removed in Quarter 4 as having the Quarter 4 target and end of year target was duplicating information as they would be one and the same.
- It was an oversight not to add these back in for Quarter 1 and this will be remedied for future performance reports and a target column added.

Indicators displayed without annual targets

- A small number of our KPIs are “data only” and as such do not have targets and are there for information and context. This definition would apply to indicators where the authority has limited or no influence on the results, and as a result a target is not set.
- In addition, a small selection of KPIS have their targets set by external agencies/Central Government and these had not been received when the Quarter one report was produced. These have now been received but it was an oversight not to highlight these as such on the report
- In addition to the Community Safety KPIS there are nine KPIS that are recorded as data only.
- The Community Safety indicators remain without RAG (Red, Amber, Green) ratings for the reasons detailed above.

- For a small selection of KPIS there was a system issue that meant these were not shown on the report. This has now been resolved.
- Indicators that are deemed to be data only will be indicated as such on the Quarterly Performance Report in the future.
- It should be noted; trend analysis and direction of travel can still be identified as monthly breakdowns and the previous year's data is included.

KPIS without a Quarter one figure

- There are a number of KPIS where current information is not available for the current quarter's performance report. Where this is the case we will ensure that the latest information is shown on the report and we will be clear when updated information will be available.

Appendices and Action Plans

- The purpose of the Annexes in Appendix Two is to closely scrutinise those areas that have underperformed for a period of time. Initially this selection was based on those KPIS that had been of concern for over one year. There were four such areas. As outlined in the introduction we now actively track the movement in KPIS across quarters, those that have changed and had a deteriorating performance are of particular concern. We would look to review those KPIS that are included in Appendix Two at the end of every quarter.
- Cllr Barnes meets with each of the lead responsible officers across each of these four areas to discuss in detail performance and timescales for improvement and these discussions and scrutiny sessions remain ongoing and support the content that appears in Appendix 2.
- Operational Action Plans have been shared with Cllr Barnes at these sessions but these action plans are operational and as such have not been included in the Appendices for Cabinet.

Omissions and formatting of the report

- The Quarterly performance report is an exception-based report. where we use the notes to provide explanatory comments were necessary. When performance is Green, progressing well there is no risk and no service updates to supply, then the comments section usually remains clear.
- There was a mistake in the wording of the FOI, MEQ and Complaints section, apologies and this will be remedied.

3. NEXT STEPS

The Quarterly EMT Report will continue to be developed and enhanced and we welcome feedback to make this useful for members. As outlined above we have made a number of changes and these will be incorporated into the Q2 Performance Report.