

**Subject:** Quarter 1 Performance Report      **Status:** For Publication

**Report to:** Cabinet      **Date:** 19<sup>th</sup> September 2006

**Report of:** Head of Policy & Change Management

**Portfolio**

**Holder:** Cabinet Member for Performance Management

**Key Decision:**

NO/YES (Please delete)

Forward Plan       General Exception       Special Urgency       "X" In  
*Relevant Box*

**1. PURPOSE OF REPORT**

- 1.1 **Following consultation with both the Cabinet, Overview and Scrutiny Committee & Portfolio Holders, the role and structure of Members in scrutinising and challenging the Council's performance has been agreed as follows:**
- 1.2 **The Cabinet** - will receive quarterly reports on progress against the actions in the Council's Corporate Improvement Plan (CIP) to enable them to monitor **and challenge performance**. The Cabinet will also receive information on the Council's progress in achieving BVPI targets, following the newly introduced 'exception' reporting style that focuses on under-achieving BVPI's **for information only**.
- 1.3 **O & S Performance Committee** – will receive information on the Council's progress in achieving BVPI targets, following the newly introduced 'exception' reporting style that focuses on under-achieving BVPI's **for monitoring and challenge** and will receive quarterly reports on progress against the actions in the Council's Corporate Improvement Plan **for information only**.
- 1.4 **Portfolio Holders** – will receive both the above reports for information. They may wish to challenge progress on any of the issues within the report that lie within their own portfolios. Portfolio Holders are also tasked with monitoring and challenging the progress of **actions**, and progress against **BVPI and local targets contained in the Business Plans** attached to their portfolios in their regular meetings with the relevant Head of Service.

- 1.5 Members' being able to focus upon relevant performance management information to scrutinise and challenge performance, and to enable early corrective action to be taken in areas of under-performance, is an important part of managing the Council's performance to achieve continual improvement in service delivery.
- 1.6 The implementation of the Member roles and structures as detailed will facilitate this process by providing more selective targeting of relevant performance information in relation to the Member role, whilst ensuring that every area of the Council's performance is closely scrutinised and challenged.
- 1.7 This is the first of these new styles of report to the Cabinet that focuses upon the progress against the high-level, strategic actions in the Council's Corporate Improvement Plan and informs the Cabinet of the Council's progress against BVPI's that are collected monthly.

## **2. CORPORATE PRIORITIES**

- 2.1 The matters discussed in this report are linked to and support the following corporate priorities: Improving Services – is the overall priority of implementing the Council's Corporate Improvement Plan, although successfully completing the actions within the CIP directly relates and contributes towards all of the Council's priorities.

## **3. RISK ASSESSMENT IMPLICATIONS**

- 3.1 All the issues raised and the recommendation(s) in this report involve risk considerations as set out below: There are no direct risks identified in carrying out the recommendations of this report although failure to achieve sufficient progress against the actions contained in the Corporate Improvement Plan could represent a risk to the Council.

## **4. BACKGROUND AND OPTIONS**

- 4.1 The Council's CIP contains a series of 'outputs' or actions, each assigned to a Head of Service/s, who is accountable for effectively completing this action by the given date. Each of these 'outputs' contribute directly to a stated 'outcome' and in some cases their may be more than one 'output' required to fully realise the stated outcome.
- 4.2 Appendix 1 attached to this report shows each of the outputs that were due to be completed from April 2006 until August 2006 and the progress that has been made in achieving the output. It is the role of the Cabinet to scrutinise and challenge the progress achieved in completing the outputs.
- 4.3 Appendix 2 attached to this report shows the Corporate View of BVPI Performance for Quarter 1 of BVPI's that are collected monthly.

- 4.4 Appendix 3 attached to this report is the Covalent Performance report which shows a full picture of performance for all BVPI's that are collected on a monthly basis
- 4.5 Appendix 4 attached to this report shows a 'BVPI Action Plan' for each BVPI that is not achieving target. It should be noted by the Cabinet that the Chair of Overview & Scrutiny has requested that the relevant Heads of Service attend the next meeting of the O&S to give them more information on what is being done against eight underperforming BVPI's.

## **5. COMMENTS OF THE HEAD OF FINANCIAL SERVICES**

- 5.1 There are no immediate financial considerations attached to the recommendations within this report.

## **6. COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

- 6.1 There are no immediate legal considerations attached to the recommendations within this report.

## **7. COMMENTS OF THE HEAD OF HUMAN RESOURCES**

- 7.1 There are no immediate human resource implications attached to the recommendations within this report.

## **8. CONCLUSION**

- 8.1 At the end of August 2006, considerable progress has been made in completing the eight 'outputs' as shown in appendix 1 although some actions have not been fully completed and remain in progress. It is important that actions not yet completed are kept under review.
- 8.2 It is essential that the Council takes timely, corrective action to improve in areas of under-performance and Members play an important role in monitoring and challenging areas of under-performance.
- 8.3 Use of the Covalent Performance System in tracking performance in currently being extended to the Council's CIP and the Council's eight Business Plans. The next report for Cabinet will be produced using the Covalent Performance System and this will use a similar red, amber, green reporting format and will focus more exclusively on areas of under-performance

## **9. RECOMMENDATION(S)**

- 9.1 That Cabinet Committee considers the levels of performance detailed in this report.
- 9.2 That the Cabinet continues to monitor performance of those actions that are not fully completed and may wish to request further information upon this from the relevant Head of Service.

9.3 That Member's give feedback on the effectiveness of the new performance reporting styles and make any suggestions for further improvement.

## 10. CONSULTATION CARRIED OUT

10.1 Directors, Senior Management Team, Portfolio Holders, BVPI Officers & the Audit Commission

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Background Papers	
Document	Place of Inspection
Covalent Performance Management Software System	Covalent system or ask Leanne Dixon , <a href="mailto:leannedixon@rossendalebc.gov.uk">leannedixon@rossendalebc.gov.uk</a>