

Subject: Quarter 1 Corporate Plan
Performance Report and Performance
Management proposals

Status: For Publication

For information only: BVPI & LAA
Performance Report (attached as separate
report)

Report to: Cabinet

Date: 19th September 2007

Report of: Head of Policy and Performance Management

Portfolio

Holder: Well Managed Council

Key Decision: No

Forward Plan

General Exception

Special Urgency

1. PURPOSE OF REPORT

1.1 The purpose of this report is to inform Members of the Cabinet of;

- The progress of implementing the actions in the Council's Corporate Plan (Verbal update will be given at Cabinet Briefing, Covalent report to be presented at Cabinet meeting)
- Proposals to further strengthen the Council's approach to performance management

1.2

Appendix 1 – Covalent Corporate Plan Report

Appendix 2 – Quarter 1 BVPI & LAA Performance Report & supporting appendices. This report was presented to August Performance Scrutiny showing performance against all BVPI's that are collected on a quarterly basis and an update on the LAA measures the Council is required to measure in 2007/8. It is provided to the Cabinet for information.

2. CORPORATE PRIORITIES

- 2.1 The matters discussed in this report impact directly on all the Council's corporate priorities and associated corporate objectives.
- Delivering Quality Services to Customers (Customers, Improvement)
 - Delivering Regeneration across the Borough (Economy, Housing)
 - Keeping Our Borough Clean and Green (Environment)
 - Promoting Rossendale as a cracking place to live and visit (Economy)
 - Improving health and well being across the Borough (Health, Housing)
 - Well Managed Council (Improvement, Community Network)

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 but failing to implement actions to achieve the Council's priorities, or to achieve the targets set against performance indicators shows a potential risk that the Council is not improving at as fast a pace as it had planned to achieve. Taking early corrective action to get performance back on track mitigates against this risk.

4. BACKGROUND AND OPTIONS

- 4.1 The structure of the Council's Corporate Plan for 2007-10, has changed from that of previous years to show a clear, outward focus upon the achievement of the Council's priorities. In section 4 of the Corporate Plan, Corporate Priorities - the outcomes, what it is that the Council is seeking to achieve to improve services and the quality of life of local people, are clearly articulated under each priority.
- 4.2 The actions that the Council will take over the next three years to support the achievement of priorities, together with a series of key performance measures and targets are also detailed under each priority.
- 4.3 The actions and performance measures contained in the Corporate Plan are assigned to the Council's nine, service area Business Plans and give more detailed finish and start dates for the actions than is shown in the Corporate Plan.
- 4.4 To accommodate these changes, a complete re-structure and addition of information on the Covalent system is now nearing completion. This will enable all performance monitoring reports to be structured under the Council's priorities.
- 4.5 A summary of the progress made in implementing the actions in the Council's Corporate Plan during quarter 1 will be provided for the Cabinet meeting, together with a Covalent report showing the current position against each action.

4.6 Strengthening the Council's Performance Management Framework

- 4.6.1 A further review of the Council's Data Quality by the Audit Commission is due to take place in September, 2007. The Council was assessed as having 'adequate' performance following the review in 2006. The main recommendation of the review being that the Council develops a Data Quality Strategy. This was developed and was adopted by the Cabinet in February 2006.
- 4.6.2 An action plan was produced to support the strategy and on the whole, good progress has been made in implementing the action plan, although one important action has not yet been achieved: the adoption of a 'data sharing protocol'. Work is ongoing in this area as part of the Lancashire Area Agreement.
- 4.6.3 In line with good practice the Head of Policy and Performance has reviewed the strategy and action plan and suggests it is amended to include the following proposals to further strengthen the Council's approach to performance management.

4.7 Proposed improvements for 2007/8 onwards:

- 4.7.1 More transparent monitoring of Business Plans – suggestion for Portfolio Holders & Heads of Service to report to Performance Scrutiny on an annual basis
- 4.7.2 Bottom/lower quartile BVPI's – Performance Scrutiny Committee consider progress against these at each meeting
- 4.7.3 Tighten up current procedures for existing local performance indicators
- 4.7.4 Undertake a complete review of all performance indicators by March 2008 in preparation for deletion of most BVPI's
- 4.7.5 Performance of our Partners - review the existing arrangements for reporting the performance of our partners & their arrangements for securing high quality data
- 4.7.6 Increase the public's access to information on how the Council is performing, work has commenced, but any further ideas are welcomed
- 4.7.7 Improve implementation of internal data quality assurance mechanisms throughout the Council

5. COMMENTS OF THE HEAD OF FINANCIAL SERVICES

- 5.1 There are no immediate considerations attached to the recommendations within this report. However, consideration should be made in the future regarding the use of financial resources and their impact on service

performance in order to demonstrate both the linkage and the relationship between finance and service performance.

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 Completion of the up-date of the Covalent system will enable comprehensive monitoring reports upon the implementation the Council's Corporate Plan and Business Plans , including all the actions and targets contained within these, to be produced on a regular basis for Members, Directors and Managers.

8.2 Strengthening the Council's Performance Management Framework will enable the Council to continue to maintain its focus upon ensuring that the Council is achieving its stated priorities and ambitions. It will also ensure that the data and information provided within these reports meets the Council's standards and objectives for achieving high quality data.

9. Data Quality

9.1 We are unable to comment upon the quality of data and information provided to compile this report until such time as the Covalent system is fully up-dated, enabling officers to submit their data.

10. RECOMMENDATION(S)

10.1 That the Cabinet considers the levels of performance detailed in the report that will be provided for the meeting of the Cabinet.

10.2 That the Cabinet considers the adoption of the suggested proposals to strengthen performance management within the Council.

10.3 The Cabinet make any further comments or suggestions in relation to the Data Quality issues discussed and continues to support the Council's commitment to data quality, and re-enforce the importance of Member and officer roles in achieving high quality data.

11. CONSULTATION CARRIED OUT

11.1 Performance Scrutiny, Member workshop.

12. EQUALITY IMPACT ASSESSMENT

Is an Equality Impact Assessment required Yes / **No**

Is an Equality Impact Assessment attached Yes / **No**

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Background Papers	
Document	Place of Inspection
Performance Management & Data Quality Strategy	Policy and Performance Intranet site, or ask Leanne Dixon.