

9. **2015/16 QUARTER 4 AND YEAR END CORPORATE PERFORMANCE REPORT (A91941/RMM/SN)**

Purpose of the report

1. This report provides Members with monitoring information for the end of Quarter 4 (Jan to Mar 2016) and the final performance outturn for 2015/16. Members are asked to consider:
 - The year end position on our 2015/16 transition year indicators
 - The overall assessment of performance against each of our transition year cornerstones and directional shifts taking into account achievement of priority actions and indicator performance
 - Quarter 4 and year end analysis for complaints and Freedom of Information/Environmental Information Requests

Key Issues

2. Key issues include:
 - a) At the end of Quarter 4 and the end of our 2015/16 transition year plan:
 - Out of 16 areas of focus and after considering both indicators and achievement of actions: 13 are assessed as green in their overall status and 3 are assessed as amber
 - We have met or exceeded our target on 78% of the 63 indicators used to monitor progress, up from 61% in 2014-15. We fell short of target on 22% of indicators (13 Red and 1 Amber).
 - b) In considering this year end performance report members are also commenting and agreeing the 'look back' section of the 2016/17 Performance and Business Plan which will be reported to the Authority on 27 May.
 - c) To support achievement of the Authority's new 2016-2019 Corporate Strategy, new corporate indicators and priority actions (forming the 'look forward' section of the 2016/17 Performance and Business Plan), will be agreed for this Committee to monitor performance over the next three years.

Recommendations

3.
 1. **That the 2015/16 Quarter 4 and year end Corporate Performance Return, given in Appendix 2, which includes performance against indicator targets, is reviewed and the overall assessment of year end performance agreed.**
 2. **That the 2015/16 Quarter 4 and year end status and analysis of complaints and Freedom of Information/Environmental Information Requests, given in Appendix 4, be considered and received.**

How does this contribute to our policies and legal obligations?

4. Performance Management contributes to the cornerstone: our organisation – develop our organisation so we have a planned and sustained approach to performance at all levels. Monitoring our performance is part of our approach to ensuring mitigating action can be taken to maintain and improve performance or to reprioritise work in consultation with staff and Members.

Background

5. The format of performance reporting to this Committee follows the format agreed in January 2013 (minute 7/13).
6. Performance information is reported each quarter by cornerstone and directional shift (of which there are 8) by providing:
 - a visual representation of the overall status for each area of focus in our 2015/16 transition plan;
 - an overview of the activity contributing to each cornerstone or shift covering: where we are doing well; an understanding of associated risks; specific issues; and remedial action;
7. The visual representation is on a traffic light system and is based on an analysis of:
 - a) the status of activity within service plans contributing to the delivery of that cornerstone or directional shift;
 - b) performance against indicator targets (which at year end are mostly recorded as either met (Green) or not met (Red))
8. The traffic light system for the overall assessment of performance uses the following guidance at year end:

GREEN = priority actions and targets achieved (i.e. both the indicator(s) and service actions are on target or close to being so)

AMBER = we are close to achieving year end priority actions and targets (i.e. either the indicators or actions are not on target)

RED = Year end priority actions and targets not achieved

Information relating to 2015/16

9. The following year end performance information for 2015/16 is provided:
 - a) 16 areas of focus have been monitored over the year and Appendix 1 gives the year end overview position showing 13 are assessed as green in their overall status and 3 are assessed as amber.
 - b) Appendix 2 gives the overall assessment of priority actions achieved including an analysis of performance against indicator targets; this includes action taken in quarter 4. This assessment once agreed will be reproduced, with some editing, in our 2016/17 Performance and Business Plan.
 - c) The relevant indicators for each cornerstone and shift are given in Appendix 2. A full list is also given at Appendix 3. We have met or exceeded our target on 78% of the 63 indicators used to monitor progress, up from 61% in 2014-15. We fell short of target on 22% of indicators (13 Red and 1 Amber). Data was not available on one indicator - percentage of volunteers surveyed who enjoy their experience.
 - d) Appendix 4 provides Quarter 4 and year end analysis for complaints and Freedom of Information/Environmental Information Requests.

10. Information is given so that Members of Audit, Resources and Performance Committee, in accordance with the scrutiny and performance management brief of the Committee, can review the performance of the Authority.
11. To support achievement of the Authority's new 2016-2019 Corporate Strategy, new corporate indicators and priority actions (forming the 'look forward' section of the 2016/17 Performance and Business Plan), will be agreed for this Committee to monitor performance over the next three years.

Proposals

12. Members are asked to:
 - a) Review and agree the 2015/16 Quarter 4 and year end Corporate Performance Return, given in Appendix 2, which includes performance against indicator targets and priority actions.

In doing this Members are agreeing the 'look back' section of the 2016/17 Performance and Business Plan which will be reported to the Authority on 27 May. Any feedback from this Committee on this assessment will be given verbally at the Authority meeting as papers for that meeting had to be ready prior to the date of this discussion.
 - b) Consider and receive the 2015/16 Quarter 4 and year end status and analysis of complaints and Freedom of Information/Environmental Information requests, given in Appendix 4

Are there any corporate implications members should be concerned about?

13. This report gives Members an overview of the achievement of actions and targets in the last year and includes ICT, financial, risk management and sustainability considerations where appropriate. There are no additional implications in, for example, Health and Safety.
14. **Background papers** (not previously published) – None

Appendices

1. 2015/16 year end performance overview
2. 2015/16 Quarter 4 and year end Corporate Performance Return
3. Corporate Indicator Table 2015/16 (Year-end indicator outturns)
4. Quarter 4 and year end status and analysis of Complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) Enquiries

Report Author, Job Title

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