

8. **2016/17 QUARTER 4 AND YEAR END CORPORATE PERFORMANCE REPORT (A91941/EF)**

Purpose of the report

1. This report provides Members with monitoring information for the end of Quarter 4 2016/17 (Jan to Mar 2017). Members are asked to consider:
 - The Q4 position on 2016/17 indicators
 - The overall assessment of performance against each of our 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:

At the end of Quarter 4 and the end of our 2016/17 year plan:

- Out of 28 priority actions: 12 are assessed as green in status, 13 are assessed as amber and 3 as red.
- We have met or exceeded our target on 50% (or 21 out of 42) of the indicators used to monitor progress. We fell short of target on 14% (or 6 out the 42) of the indicators. For the other 14 targets, we are still setting a baseline.

Recommendations

3.
 1. **That the 2016/17 Quarter 4 Corporate Performance Return, given in Appendix 1, which includes performance against indicator targets, is reviewed and the overall assessment of performance agreed.**
 2. **That the 2016/17 Quarter 4 and year end status and analysis of complaints and Freedom of Information/Environmental Information Requests, given in Appendix 3, is 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 2016/17 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 2016/17

9. The following Q4 performance information for 2016/17 is provided:

- a) Appendix 1 gives the Q4 assessment of priority actions achieved, including an analysis of performance against indicator targets.
- b) The relevant indicators for each cornerstone and shift are given in Appendix 1. A full list is also given at Appendix 2. We have met or exceeded our target on 50% of the 42 indicators used to monitor progress. We fell short of target on 14% of indicators. We are still setting baselines for the remaining targets.
- c) Appendix 3 provides Quarter 4 and year end analysis for complaints and Freedom of Information/Environmental Information Requests.

It was agreed in the Quarter 3 Corporate Performance and Risk Management Report (minute reference 6/17) that the targets for corporate indicators 2d) and 3a) would be reviewed and reported back to this meeting. The revised target for corporate indicator 2d) (*Number of people experiencing the benefits of the Peak District National Park from our target audiences of: Supporters (donors)*) is to increase it by 50% in 2017/18 from the baseline of 151 in 2016/17. The revised target for corporate indicator 3a) (*% who know about the PDNP (and compared with other comparator organisations/causes)*) is to commission research into this in 2017/18. These are presented alongside all the other corporate indicators in Appendix 2. This completes our set of corporate indicators.

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.

Proposals

11. Members are asked to:

- a) Review and agree the 2016/17 Quarter 4 Corporate Performance Return, given in Appendix 1, which includes performance against indicator targets and priority actions.

- b) Consider and receive the 2016/17 Quarter 4 and year end status and analysis of complaints and Freedom of Information/Environmental Information requests, given in Appendix 3.

Are there any corporate implications members should be concerned about?

12. 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.
13. **Background papers** (not previously published) – None

Appendices

1. 2016/17 Quarter 4 Corporate Performance Return
2. Corporate Indicator Table 2016/17 (Year-end indicator outturns)
3. 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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