

6. **2017/18 QUARTER 4 AND YEAR END CORPORATE PERFORMANCE REPORT (A91941/HW)**

Purpose of the report

1. This report provides Members with monitoring information for the end of Quarter 4 2017/18 (Jan to Mar 2018). Members are asked to consider:
 - Quarter 4 and year end performance against 2017/18 indicator targets
 - Quarter 4 and year end performance against each of our cornerstones and directional shifts, including achievement of priority actions
 - 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 2017/18 year plan:

- Out of 24 priority actions: 15 are assessed as green in status, 9 are assessed as amber and 0 as red.
- We have met or exceeded our target on 55% (or 21 out of 38) of the indicators used to monitor progress. We fell short of target on 32% (or 12 out of 38) of the indicators. For the other 5 targets, we are still setting (or have just set) a baseline or have no data.

Recommendations

3.
 1. **That the 2017/18 Quarter 4 Corporate Performance Report, given in Appendix 1, which includes performance against indicator targets and priority actions, is reviewed and agreed.**
 2. **That the 2017/18 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 and risk management contributes to *Cornerstone 3, Our Organisation: developing our organisation so we have a planned and sustained approach to performance at all levels*. Monitoring the corporate indicators and corporate priority actions for 2017/18 is part of our approach to ensuring we are progressing against our Performance and Business Plan and, if needed, mitigating action can be taken to maintain and improve performance or to reprioritise work in consultation with staff and Members.

Background

5. 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.

6. Performance information is reported each quarter by cornerstone and directional shift (of which there are 8). An overview of each priority activity and indicator contributing to each cornerstone or shift is provided, covering:
 - where we are doing well;
 - an understanding of associated risks;
 - specific issues;
 - and remedial action.
7. The traffic light system for the assessment of performance uses the following guidance at year end:
 - **green** – the priority action or indicator was achieved
 - **amber** – the priority action or indicator was almost achieved
 - **red** – the priority action or indicator was not achieved.

N.B. As this is year-end, indicators are scored as only red or green.

Information relating to 2017/18

8. The following Q4 performance information for 2017/18 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 also given in Appendix 1. A full list of indicators is given at Appendix 2. We have met or exceeded our target on 55% of the 38 indicators used to monitor progress. We fell short of target on 32% 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.

Proposals

9. Members are asked to:
 - a) Review and agree the 2017/18 Quarter 4 Corporate Performance Return, given in Appendix 1, which includes performance against indicator targets and priority actions.
 - b) Consider and receive the 2017/18 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?

10. This report gives Members an overview of the achievement of 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.
11. **Background papers** (not previously published)

None

Appendices

1. 2017/18 Quarter 4 Corporate Performance Return
2. Corporate Indicator Table 2017/18 (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

Holly Waterman, Senior Strategy Officer Research, 10 May 2018