

7. 2014/15 QUARTER 3 CORPORATE PERFORMANCE AND RISK MANAGEMENT REPORT (A91941/WA)

1. Purpose of the report

This report provides Members with monitoring information at the end of Quarter 3 (Oct - Dec 2014) for review of performance against our 2012-15 Corporate Objectives; monitoring of the corporate risk register; monitoring of Freedom of Information Requests; monitoring of complaints; and to highlight any other significant issues of which Members should be aware.

2. Key Issues

- At the end of Quarter 3, following monitoring of Service operational actions and corporate indicators, 10 of the 12 Corporate Objectives are green in their overall status and 2 amber. 8 of the success factors are amber and 1 is red.
- Four risks have lowered in risk rating:
 - 4. Failure to make and deliver an effective plan for achieving a structurally balanced budget for 2015/16.
 - 8. Failure to effectively manage external funding to deliver on our Corporate Objectives.
 - 9. a) Failure to realise the 2014/15 financial targets & b) failure to agree on (longer term) financial targets for the property portfolio.
 - 10. Failure to meet trading income targets, in particular cycle hire.

Recommendations

3. **1. That the Quarter 3 Corporate Performance Return, given in Appendix 1, is reviewed and any remedial action agreed.**
- 2. That the corporate risk register, summary given in Appendix 2 be reviewed and status of risks accepted, including the lowering of risk status of risks 4, 8, 9 and 10.**
- 3. That the status of complaints and Freedom of Information Requests, given in Appendix 3, be noted.**

How does this contribute to our policies and legal obligations?

4. Performance and Risk Management contributes to Corporate Objective 11 to be a well run public body with proportionate and effective ways of working, delivering excellent customer service and living our values. Monitoring the Corporate Indicators and Service operational actions against our Corporate Objectives and Success Factors 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 by each Corporate Objective (of which there are 12) by providing: a visual representation of the status of the Corporate Objective and each of its associated success factors; an overview of the activity contributing to each Objective; a commentary on 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 (using green for on target, amber for some remedial work required and red where there are some significant issues) and is based on an analysis of:
 - a) the status of activity within service plans contributing to the delivery of that Objective and success factor;
 - b) the outturn against the performance indicator relating to the success factor.
8. The Authority's risk management policy and supporting documentation was approved by Authority on 25 March 2011 (minute 21/11), and is reviewed annually as part of the Authority's review of the Code of Corporate Governance. In line with these arrangements,.
9. 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 and the risks being managed corporately.
10. Reporting is dependent on the accuracy of data provided by the Heads of Service, Assistant Directors and indicator lead officers, as agreed with Directors and Chief Executive.

Proposals

11. Members are asked to review and agree the Quarter 3 Corporate Performance Return as detailed in Appendix 1.
12. Members are further asked to review and agree the proposed changes to the Corporate Risk Register in Appendix 2.
 - The movement of four risks to a lower risk status
 - No risks have been escalated to the Corporate Risk Register during the quarter.
13. That the status of complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) Enquiries in Appendix 3 be noted.

Are there any corporate implications members should be concerned about?

14. This report gives Members an overview of the achievement of targets in the past quarter and includes ICT, financial, risk management and sustainability considerations where appropriate. There are no additional implications in, for example, Health and Safety.
15. A number of fixed term officer posts support the work contributing to a number of Objectives and are resourced to the end of 2014/15. Resources beyond this point were discussed as part of the Authority's budget planning process, Autumn 2014.
16. **Background papers** (not previously published) – None

Appendices

1. Quarter 3, 2014/15 Corporate Performance Return
2. Quarter 3, Corporate Risk Register status
3. Quarter 3, Complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) Enquiries

Report Author, Job Title and Publication Date

Wendy Amis, Senior Performance Officer, 15 January 2015