

7. **2014/15 QUARTER 4 AND END OF YEAR CORPORATE PERFORMANCE REPORT (A91941/WA)**

1. **Purpose of the report**

This report provides Members with monitoring information at the end of Quarter 4 (Jan - Mar 2015) and the final outturn (2014/15) against indicators for review of performance against our 2012-15 Corporate Objectives; and monitoring of Freedom of Information Requests; monitoring of complaints.

2. **Key Issues**

- At the end of Quarter 4 (and the end of the Corporate Plan 2012-15), following monitoring of Service operational actions and corporate indicators, all of the 12 Corporate Objectives are green in their overall status. Of the 43 success factors, 5 are red (have not been achieved).
- Members of this Committee approve the 'Performance during 2014-15 Summary' section of the 2015/16 Performance and Business Plan, the corporate performance indicator outturns and targets for 2015/16 as proposed to the Authority on 23 May 2013 (Item 9, Recommendation 1).
- As we are working towards a new corporate strategy, with 2015/16 being a transition year, indicators and targets are currently being developed against the focus of activity for 2015/16 and will be brought to this Committee in June.

Recommendations

- 3.
1. **That the Quarter 4 Corporate Performance Return, given in Appendix 1, is reviewed and any remedial action agreed.**
 2. **That the proposed 'Performance during 2014-15: Summary' section, shown as Appendix 2, of the 2014/15 Performance and Business Plan, be considered and approved.**
 3. **That the Corporate Indicator Tables 2014/15, given in Appendix 3, for inclusion in the 2015/16 Performance and Business Plan, be reviewed and approved.**
 4. **That the status of complaints and Freedom of Information Requests, given in Appendix 4, be noted.**

How does this contribute to our policies and legal obligations?

4. Performance Management contributed to our 2012-15 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. In our transitional year (2015/16) it contributes to the objective: 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 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. The quarter 4 report is shown in Appendix 1.
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 traffic light system uses the following guidance:

GREEN = we are on track to achieve the success factor (both the indicator(s) and service actions are on target or close to being so).

AMBER = we are not completely on track to achieve the success factor (either the indicator(s) or actions are not on target). As such, remedial work is required and some consideration has been given to what this should be and scheduled into service plans. As a result, there is an expectation that we could potentially achieve or be close to achieving the success factor by the end of the year.

RED = we are not on track to achieve the success factor and there are some significant issues in the way of resolving the situation. Remedial work may not yet have been identified or there is an expectation that the remedial work may not totally resolve the issues by the year end.
9. Note that we are at the end of the Corporate Plan for 2012-15 and so reporting is based on Green: we have achieved the success factor or Red: we have not achieved the success factor.
10. Appendices 2 and 3 provide performance information for our performance during the whole of 2014/15 that will be published as part of our Performance and Business Plan 2015-16. Appendix 2 gives an overview of our performance and Appendix 3 gives our performance against each of our corporate indicators.

11. As we are at the end of our Corporate Plan 2012-15, Appendix 3 additionally provides information on future intentions for monitoring against each indicator, as follows:
 - continue monitoring corporately
 - monitor at service level
 - update the indicator (eg definition, methodology, scope) to ensure it meets the needs of the new corporate direction
 - cease collecting data against this indicator.
12. The Performance and Business Plan is a reflection of our achievements over the past twelve months and our focus of activity for the year ahead. The performance information provided in this report is a key element of that Plan.
13. Appendix 4 provides information about complaints received and Freedom of Information requests, for monitoring purposes.
14. 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.
15. 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

16. Members are asked to review and agree the Corporate Performance Return as detailed below.
17. Appendix 1: The position report at quarter 4 2014/15 of position towards achieving each of our Corporate Objectives with key issues identified.
18. Appendix 2 (for insertion into the Authority's Performance and Business Plan 2015/16, due for publication on 30 June 2015): 'Performance during 2014-15 Summary'.
19. Appendix 3 (for insertion into the Authority's Performance and Business Plan 2015/16, due for publication on 30 June 2015): Our year end performance against our indicators, used to monitor progress in achieving our Corporate Success Factors (which in turn contribute to delivering our Corporate Objectives 2012-15).
20. Appendix 4: Complaints and Freedom of Information (FOI) and Environmental Information Regulations (EIR) Enquiries.

Are there any corporate implications members should be concerned about?

21. 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.

22. **Background papers** (not previously published) – None

Appendices

1. Quarter 4, 2014/15 Corporate Performance Return
2. Performance during 2014-15 Summary
3. Corporate Indicator Tables 2014/15 (Year-end indicator outturns)
4. Quarter 4, Complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) Enquiries

Report Author, Job Title

Wendy Amis, Senior Performance Officer