

9. 2015/16 QUARTER 2 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 2 (July - Sept 2015) for review of performance against our 4 Cornerstones and 4 Directional Shifts (our Corporate Objectives) during our transitional year; monitoring of the Corporate Risk Register; monitoring of Freedom of Information Requests and monitoring of complaints.

2. Key Issues

- The format of the report provided for this transitional year is a little different from that previously agreed by this committee, reflecting a change in our Corporate Strategy.
- At the end of Quarter 2, following monitoring of Service operational actions and corporate indicators, 3 of our Areas of Focus are amber in their overall status and 13 are green.
- Five Corporate risks have lowered in risk rating:
 - 6. Failure to have a medium term financial plan in place 2015-19 (updated risk for 2014/15)
 - 7. Failure to effectively communicate our corporate direction to external audiences
 - 8. Failure to have the appropriate commercial skills to help us diversify income streams (updated risk from 2014/15)
 - 9. Failure to have a clear, effective and well planned commercial programme in place (updated from 2014/15 register)
 - 10. Moors for the Future (Moorlife 2020) failure of:
 - a. the Authority providing an increased level of support to MFF
 - b. partners contributing sufficiently
 - c. delivering against the project objectives.
- There are no risks remaining as high risk (high likelihood and high impact).
- Compared with Q1, there have been fewer Freedom of Information requests.
- Compared with Q1, there have been fewer complaints registered.

Recommendations

3. **1. That the Quarter 2 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.**
- 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 Cornerstone C4: Our organisation – develop our organisation so we have a planned and sustained approach to performance at all levels (people, money, outputs). Monitoring the Corporate Indicators and Service operational actions against our Corporate Strategy 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) with changes agreed to reporting for the transitional year at this Committee in September (minute 58/15).
6. The visual representation of our performance 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 focus and priority actions for 2015-16;
 - b) the outturn against the performance indicator relating to the priority actions for each focus.
7. More detailed performance information is reported by each Corporate Objective (4 cornerstones and 4 shifts) as previously agreed by providing: 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.
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, Appendix 2 shows movement of five risks to a lower risk status.
9. No risks have been escalated to the Corporate Risk Register during the quarter.
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 and the risks being managed corporately.
11. 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

12. Members are asked to review and agree the Quarter 3 Corporate Performance Return as detailed in Appendix 1.
13. Members are further asked to review and agree the proposed changes to the Corporate Risk Register in Appendix 2.
14. 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?

15. 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.
16. A number of fixed term officer posts support the work contributing to a number of Objectives and are resourced to the end of 2015/16. Resources beyond this point are discussed as part of the Authority's budget planning process, in Autumn 2015.

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

Appendices

1. Quarter 2, 2015-16 Corporate Performance Return
2. Quarter 2, Corporate Risk Register status
3. Quarter 2, Complaints, Freedom of Information (FOI), and Environmental Information Regulations (EIR) Enquiries

Report Author, Job Title and Publication Date

Wendy Amis, Senior Performance Officer, 29 October 2015