

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY MEETING

Date of Meeting	Wednesday 2 nd September, 2015
Report Subject	Quarter 1 Improvement Plan Monitoring Report
Portfolio Holder	Cabinet Member for Corporate Management
Report By	Community & Enterprise Overview & Scrutiny Facilitator
Strategic / Operational	Strategic

EXECUTIVE SUMMARY

The Improvement Plan 2015/16 was adopted by the Council in June 2015. This report presents the monitoring of progress for the first quarter of 2015/16 focusing on the areas of under performance relevant to the Community and Enterprise Overview & Scrutiny Committee.

This report is an exception based report and therefore detail focuses on the areas of under-performance.

Recommendation

(a)	That the Committee consider the 2015/16 Quarter 1 Improvement Plan Monitoring Report, highlight concerns and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee which is responsible for the overview and monitoring of performance.
-----	--

REPORT DETAILS

1.00	<u>REPORT DETAIL</u>
1.01	The Improvement Plan monitoring report gives an explanation of the progress being made towards the delivery of the impacts set out in the 2015/16 Improvement Plan. The narrative is supported by performance indicators and/or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are controlled.
1.02	The detailed sub-priority reports, shown at Appendix 1, are in a new format, which has been generated from the new performance management solution, CAMMS.
1.03	CAMMS has been purchased to provide benefits which include: <ul style="list-style-type: none"> • efficiencies by reducing duplication and data entry; • a single version of the truth; • improved visibility and accountability for performance and programme / project management objectives; including an audit trail; and • dynamic, exception based reporting with dashboards and standard reports.
1.04	During the process of setting the Improvement Plan into CAMMS, some changes were required/requested by officers. A log of all changes made agreed by County Council can be found at Appendix 2.
1.05	<p>Analysis of performance against the Improvement Plan measures is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:-</p> <p><u>Performance</u></p> <ul style="list-style-type: none"> • RED – equates to a position of under-performance against target. • AMBER – equates to a mid-position where improvement may have been made but performance has missed the target. • GREEN – equates to a position of positive performance against target. <p><u>Outcome</u></p> <ul style="list-style-type: none"> • RED – equates to a forecast position of under-performance against target at year end. • AMBER – equates to a forecast mid-position where improvement may have been made but performance will miss target at year end. • GREEN – equates to a forecast position of positive performance against target at year end.
1.06	The high level (RED) risk areas identified for the Community and Enterprise Overview & Scrutiny Committee, is as follows:-

1.06.1	<p>Priority: Appropriate and Affordable Homes PI: The average number of calendar days taken to deliver a Disabled Facilities Grant for Children (PSR/009a) - Target 316 days - Actual 660 days</p> <p>One highly complex case was completed during the quarter one which took a total of 660 days.</p>
1.06.2	<p>Priority: Poverty (Maximising Income) PI: Speed of processing of Housing Benefit claims: new claims - Target 17.5 days - Actual 22.08 days</p> <p>The performance achieved for quarter one was as expected for this time of year in consideration of the year end rent increases and year end income changes. Performance for the current quarter has improved on that achieved for quarter one of 2014/15. It is expected that performance for new claims will improve in each subsequent quarter.</p>
1.06.3	<p>Priority: Appropriate and Affordable Homes Risk: The supply of affordable housing will continue to be insufficient to meet community need</p> <p>The Housing Regeneration & Strategy Service continues to work closely with the Planning Service and Grwp Cynefin for the delivery of affordable housing. Applications to the affordable housing register remain steady and an increasing number of affordable housing units (both gifted and equity share) are being provided through Section 106 Planning Agreements.</p>

2.00	<u>RESOURCE IMPLICATIONS</u>
2.01	There are no specific financial implications for this report; however the Council's Medium Term Financial Plan is aligned to resource the priorities of the Improvement Plan.

3.00	<u>CONSULTATIONS REQUIRED / CARRIED OUT</u>
3.01	The Chief Officer Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.
3.02	It was agreed during the Member Workshop in May, which consulted on the Improvement Plan for 2015/16, that a 'how to guide' for the Improvement Plan would be produced. This will be presented to the Corporate Resources Overview and Scrutiny Committee in September prior to being shared with the other Overview and Scrutiny Committees.

4.00	<u>RISK MANAGEMENT</u>
4.01	Progress against the risks identified in the Improvement Plan have been reported on for quarter 1 and the detail is included in the report at Appendix 1.

5.00	<u>APPENDICES</u>
5.01	Appendix 1 – Quarter 1 Improvement Plan Progress Report.
5.02	Appendix 2 – Log of changes to the Improvement Plan 2015/16.

6.00	<u>SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972</u> List of Accessible Background Documents
6.01	<u>Improvement Plan 2015/16</u> http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx

7.00	<u>GLOSSARY OF TERMS</u>
7.01	Improvement Plan – the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.
7.02	CAMMS – is an integrated planning, risk management and programme/project management and reporting software. It was purchased in April 2015 and work to commence implementation began in Mat; focusing initially on the Council’s Improvement Plan and the Portfolio of Social Services. The link below provides further information about CAMMS. http://cammsgroup.com/
7.03	Grwp Cynefin: a North Wales Housing Association that seeks to meet the specific housing needs of the communities it serves.