

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 16 th March, 2016
Report Subject	Quarter 3 Improvement Plan Monitoring Reports
Cabinet Member	Cabinet Member for Corporate Management
Report By	Community & Enterprise Overview & Scrutiny Facilitator
Type of Report	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 third 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

1	That the Committee consider the 2015/16 Quarter 3 Improvement Plan Monitoring Reports, 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.
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REPORT DETAILS

1.00	EXPLAINING THE QUARTER 3 IMPROVEMENT PLAN MONITORING REPORTS
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 – 3 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	Analysis of performance against the Improvement Plan measures is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:- <u>Performance</u> <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. <u>Outcome</u> <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.
1.05	The high level (RED) risk areas identified for the Community and Enterprise Overview & Scrutiny Committee, are as follows:-

1.05.1	<p>Priority: Housing (Appropriate and Affordable Homes) PI: The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) for Children. Q3 Target 316 – Q3 Actual 0</p> <p>Whilst no children’s DFG’s have been completed during this quarter, a particularly complex DFG completed in quarter one, taking a total of 660 days, has resulted in an average of 433 days for the year to date position and therefore a ‘red’ RAG status.</p>
1.05.2	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Capital Works Target – Heating Upgrades Q3 Target 102 – Q3 Actual 55</p> <p>It was anticipated that the installation of new heating systems in Treuddyn would have commenced during this quarter. The off gas infrastructure has now been installed and the heating installations will be undertaken during quarter four. Overall delivery against target is behind by 70 properties due to this delay. However, the number of installations will be increased in the final quarter to address this.</p>
1.05.3	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Capital Works Target – Smoke Detectors Q3 Target 200 – Q3 Actual 153</p> <p>Although performance did not meet the target for the quarter, it is expected the overall target for the year will be achieved, with the shortfall being made up during quarter four. Additional resources has been allocated to this programme to ensure full delivery.</p>
1.05.4	<p>Priority: Economy and Enterprise (Town and Rural Regeneration) PI: Number of business grants offered to high street businesses Q3 Target 2 – Q3 Actual 0</p> <p>Nine businesses have formally signed up to the Deeside Shop Front grant scheme but none have reached the offer stage.</p>

2.00	RESOURCE IMPLICATIONS
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	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	The Chief Officer Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.

4.00	RISK MANAGEMENT
4.01	Progress against the risks identified in the Improvement Plan have been reported on for quarter 3 and the detail is included in the reports at Appendix 1 – 3.

5.00	APPENDICES
5.01	Appendix 1 – Quarter 3 Improvement Plan Progress Report – Housing.
5.02	Appendix 2 – Quarter 3 Improvement Plan Progress Report – Economy and Enterprise.
5.03	Appendix 3 – Quarter 3 Improvement Plan Progress Report – Poverty.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p><u>Improvement Plan 2015/16</u></p> <p>http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx</p> <p>Contact Officer: Ceri Shotton Overview & Scrutiny Facilitator</p> <p>Telephone: 01352 702305</p> <p>E-mail: ceri.shotton@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
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 May; focusing initially on the Council’s Improvement Plan and the Portfolio of Social Services. The following link provides further information about CAMMS. http://cammsgroup.com/
7.03	Disabled Facility Grant (DFG) – a grant available for larger adaptations to a person’s home.
7.04	Deeside Shop Front Grant Scheme – a scheme to better inform the public of the nature of the business whilst improving the visual impact of the building and wider appearance of the street.