

FLINTSHIRE COUNTY COUNCIL

REPORT TO: CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY, 13 DECEMBER 2012

REPORT BY: MEMBER ENGAGEMENT MANAGER

SUBJECT: QUARTER 2 SERVICE PERFORMANCE REPORTS

1.00 PURPOSE OF REPORT

To note and consider the 2012/13 Quarter 2 service performance reports produced at the Head of Service/Divisional level under the adopted business model of the Council. The reports cover the Quarter 2 period (July to September 2012).

1.02 To note the position of the Strategic Assessment of Risks and Challenges (SARC) contained within the performance reports.

1.03 To note the progress made against the Improvement Targets contained within the performance reports.

2.00 BACKGROUND

2.01 The quarterly performance reports seek to provide the reader with the 'narrative' of quarterly performance, which gives the context for overall performance. These reports are a quarterly review of service plans.

3.00 CONSIDERATIONS

3.01 Copies of the detailed Quarter 2 (July to September 2012) performance reports are attached at Appendix 1.1 – Finance, Appendix 1.2 – Human Resources & O.D. , Appendix 1.3 – ICT and Customer Services Appendix 1.4 - Legal & Democratic

3.02 Strategic Assessment of Risks and Challenges

Each quarterly performance report contains an update of each of the relevant strategic risks and challenges. This update has been provided by each of the lead responsible officers and is available for comment and review.

3.03 A draft revised SARC summary position of the present Red (high risk), Amber (medium risk) and Green (low risk) status for all of the reported strategic risks and challenges is provided at Appendix 2.

4.00 RECOMMENDATIONS

That the Committee consider the 2012/13 Quarter 2 performance reports produced by the Heads of Service, highlight and monitor poor performance and feedback details of any challenge to the Policy Performance & Partnerships Team.

5.00 FINANCIAL IMPLICATIONS

None as a result of this report.

6.00 ANTI POVERTY IMPACT

None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

None as a result of this report.

8.00 EQUALITIES IMPACT

None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

None as a result of this report.

10.00 CONSULTATION REQUIRED

Not applicable

11.00 CONSULTATION UNDERTAKEN

Not applicable

12.00 APPENDICES

Appendix 1.1 - Finance
Appendix 1.2 – Human Resources & O.D.
Appendix 1.3 – ICT and Customer Services
Appendix 1.4 - Legal & Democratic
Appendix 2 – SARC

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

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