

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **THURSDAY 13<sup>TH</sup> JUNE 2013**

**REPORT BY:** **MEMBER ENGAGEMENT MANAGER**

**SUBJECT:** **QUARTER 4 AND YEAR END SERVICE PERFORMANCE REPORTS**

### **1.00 PURPOSE OF REPORT**

- 1.01 To note and consider the 2012/13 Quarter 4/Year End service performance reports produced at the Head of Service / Divisional level under the adopted business model of the Council. The reports cover the Quarter 4 period (January to March 2013).
- 1.02 To note the draft year end 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/year end 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 4/Year End performance report are attached at Appendix 1.1 – Finance, Appendix 1.2 – HR & OD, Appendix 1.3 – ICT & Customer Services and Appendix 1.4 – Legal & Democratic Services.
- 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 4.

#### **4.00 RECOMMENDATIONS**

- 4.01 That the Committee considers the 2012/13 Quarter 4 Year End 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 who are responsible for the overview and monitoring of improvement targets, for inclusion in the report to the Cabinet.

#### **5.00 FINANCIAL IMPLICATIONS**

- 5.01 None as a result of this report.

#### **6.00 ANTI POVERTY IMPACT**

- 6.01 None as a result of this report.

#### **7.00 ENVIRONMENTAL IMPACT**

- 7.01 None as a result of this report.

#### **8.00 EQUALITIES IMPACT**

- 8.01 None as a result of this report.

#### **9.00 PERSONNEL IMPLICATIONS**

- 9.01 None as a result of this report.

#### **10.00 CONSULTATION REQUIRED**

- 10.01 Not applicable

#### **11.00 CONSULTATION UNDERTAKEN**

- 11.01 Not applicable

#### **12.00 APPENDICES**

- 12.01 Appendix 1.1 – Finance, Appendix 1.2 – HR & OD, Appendix 1.3 – ICT and Customer Services, Appendix 1.4 – Legal and Democratic Services

Appendix 2 – Overall Summary Assessment of the Improvement Priorities  
Appendix 3 – Schedule of Improvement Target Performance Data  
Appendix 4 – SARC Summary

#### **LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS**

None.

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