

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY, 19 SEPTEMBER 2013**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **PERFORMANCE REPORTING**

1.00 PURPOSE OF REPORT

1.01 To provide an update on the streamlined and corporate approach to performance reporting.

2.00 BACKGROUND

2.01 The Council adopted the Improvement Plan for 2013/14 on 25 June 2013. The Improvement Priorities of the previous Council have been thoroughly reviewed and challenged to streamline and reset them and to be clearer over the impacts and how performance will be measured.

2.02 The Improvement Plan focuses on the priorities which are going to have the most impact during 2013/14. This helps the organisation to concentrate on the things where sustained corporate attention is needed during 2013/14, with the remaining priorities being managed as more routine performance management.

2.03 The introduction of the new style Improvement Plan has presented the opportunity to review and streamline our current reporting arrangements so that they in turn focus and concentrate on the achievement of our priorities and the impacts which they seek to deliver.

2.04 The alignment of the new three year Outcome Agreement (starting in 2013/14) with the Improvement Plan allows for further streamlined reporting as part of the Improvement Plan monitoring.

3.00 CONSIDERATIONS

3.01 Future reporting arrangements will include:

1. Monitoring of Improvement Plan activity and progress reported each quarter: This will include progress against the achievement measures, risks and the Outcome Agreement. This will start in October with a single report to Cabinet, followed by quarterly updates. The Improvement Priorities are to be monitored by appropriate Overview

and Scrutiny Committees according to the priority area of interest. Most of these are straight forward e.g. the Housing priorities will be reported to Housing Overview and Scrutiny; others are more complex e.g. Social Enterprise is led by the Director of Community Services, but will be reported to the Environment Overview and Scrutiny Committee as the content is mainly regeneration and business related. Appendix 1 is a mapping document showing accountability and reporting lines.

2. Twice annually (at quarters 2 and 4) performance highlight reports will be presented from the Heads of Service: These will be similar to those previously produced for quarterly reporting with a focus on performance exceptions, both good and poor. This ensures that the 'business as usual' is still being monitored and reported against.
- 3.02 The contents of these half yearly Head of Service reports will include:
- Improvement Priorities that do not have an in-year priority
 - Service Plan progress
 - Corporate measures e.g. absence management
 - Reporting against findings from external regulatory bodies e.g. Wales Audit Office, Care and Social Services Inspectorate Wales or Estyn
 - Improvement Targets
 - National Strategic Indicators (NSIs) – as part of the new Outcome Agreement.
- 3.03 This approach is more streamlined and will remove some of the duplication experienced with the previous approach, e.g. separate Improvement Plan and risk register reporting.
- 3.04 The first full Improvement Plan progress report will be presented to Cabinet's October meeting.
- 3.05 Each Overview and Scrutiny Committee will receive this report and will be briefed on the changing arrangements.
- 4.00 RECOMMENDATIONS**
- 4.01 Members support and help develop the new approach to performance reporting.
- 5.00 FINANCIAL IMPLICATIONS**
- 5.01 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.

5.02 In addition, the alignment of the Outcome Agreement to the Improvement Plan may have financial implications. These will be detailed in a future report once the Outcome Agreement is more fully developed.

6.00 ANTI POVERTY IMPACT

6.01 There are no specific anti poverty implications for this report, however poverty is a priority within the Improvement Plan 2013/14.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no specific environmental implications for this report, however the environment is a priority within the Improvement Plan 2013/14.

8.00 EQUALITIES IMPACT

8.01 There are no equalities implications for this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no personnel implications for this report.

10.00 CONSULTATION REQUIRED

10.01 Each of the Overview and Scrutiny Committees will receive this report as part of their September forward work programme which explains the new approach to performance reporting.

11.00 CONSULTATION UNDERTAKEN

11.01 Corporate Management Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting. Cabinet members have been consulted. Wales Audit Office has been advised.

11.02 Informal Cabinet received a copy of this report 3 September 2013.

12.00 APPENDICES

12.01 Appendix 1 – Improvement Priorities Mapping Document

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

Contact Officer: Vicki Robarts
Telephone: 01352 701457
Email: vicki.c.robarts@flintshire.gov.uk