

**FLINTSHIRE COUNTY COUNCIL**

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

**DATE:** **THURSDAY 14<sup>TH</sup> NOVEMBER 2013**

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

**SUBJECT:** **MID YEAR SERVICE PERFORMANCE REPORT**

**1.00 PURPOSE OF REPORT**

1.01 To note and consider the 2013/14 Mid Year Service Performance Report produced at the Head of Service/Divisional level under the adopted business model of the Council. The report covers the period April – September 2013.

1.02 To enable Members to comments on the new approach to performance reporting.

**2.00 BACKGROUND**

2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2013/14.

2.02 In addition to the Improvement Plan Monitoring Report, bi-annually performance highlight reports will be presented from the Heads of Service. These will be similar to those previously produced for quarterly reporting.

**3.00 CONSIDERATIONS**

3.01 Copies of the detailed Mid Year Service Performance Reports are attached at Appendix 1.1 – Finance, Appendix 1.2 – Human Resources & Organisational Development, Appendix 1.3 – ICT and Customer Services and Appendix 1.4 – Legal & Democratic Services

3.02 The contents of the half yearly Head of Service reports 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

#### **4.00 RECOMMENDATIONS**

- 4.01 That the Committee consider the 2013/14 Mid Year Service 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 Publication of this report constitutes consultation.

#### **11.00 CONSULTATION UNDERTAKEN**

- 11.01 Not applicable.

#### **12.00 APPENDICES**

- 12.01 Appendix 1.1 – Finance, Appendix 1.2 – Human Resources & Organisational Development, Appendix 1.3 – ICT and Customer Services and Appendix 1.4 – Legal & Democratic Services.

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

None.

**Contact Officer:** Robert Robins

**Telephone:** 01352 702320

**Email:** [robert.robins@flintshire.gov.uk](mailto:robert.robins@flintshire.gov.uk)