

**FLINTSHIRE COUNTY COUNCIL**

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

**DATE:** **THURSDAY 11<sup>TH</sup> DECEMBER 2014**

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

**SUBJECT:** **MID YEAR CHIEF OFFICER PERFORMANCE REPORTS**

**1.00 PURPOSE OF REPORT**

1.01 To consider the 2014/15 Mid Year Service Performance Reports produced at Chief Officer level for their respective portfolios. The reports cover the period April to September 2014.

**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 2014/15.

2.02 In addition to the Chief Officer performance reports, quarterly Improvement Plan Monitoring Reports will be presented to Overview & Scrutiny Committees according to the priority area of interest.

**3.00 CONSIDERATIONS**

3.01 Copies of the detailed Mid Year Service Performance Reports are attached at Appendix 1 – People and Resources, Appendix 2 – Governance and Appendix 3 – Organisational Change.

3.02 The contents of the Chief Officer reports include:-

- areas of positive performance;
- areas of concern;
- the Council Improvement Priorities that are not set as an in-year priority;
- progress for key projects and collaborative areas of work;
- risk summaries;
- reporting against findings from internal and external regulatory bodies e.g. Wales Audit Office, Care and Social Services Inspectorate Wales or Estyn; and
- performance against the statutory national performance indicators (NSIs and PAMs).

3.03 Analysis of performance against the Improvement Targets and NSIs is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:-

- RED – equates to a position of unacceptable performance
- AMBER – equates to a mid position where the performance has not achieved target but is within an acceptable level
- GREEN – equates to meeting or exceeding target

3.04 The indicators which showed a high (RED) status against target were:-

**Portfolio – Governance**

***Operational Risk – Compliance with the statutory timescales for Freedom of Information (FOI) Act requests***

For the last quarter 77% of requests were determined within the statutory time frame. This is the first quarter where the average has fallen significantly below the 85% expected by the Information Commissioner's Office. Work is ongoing to raise awareness with services to increase priority and comply with the statutory timescale.

**Portfolio – Organisational Change (2)**

***Operational Risk – Reduction of future workloads resulting in the need to review service team structures and resource levels***

Fee income generating services are likely to see significant reductions in future funding made available for schemes and as a direct result a reduction in fee generation. Consideration is being given to the future direction and structure of these design and consultancy services.

**4.00 RECOMMENDATIONS**

4.01 That the Committee consider the 2014/15 Mid Year Service Performance Reports produced by the Chief Officers, 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 – People and Resources  
Appendix 2 – Governance  
Appendix 3 – Organisational Change

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

None.

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