

FLINTSHIRE COUNTY COUNCIL

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

DATE: THURSDAY 5 JULY 2012

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 2011/12 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 2012).
- 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 reports are attached at Appendix 1 Finance, Appendix 2 HR & OD , Appendix 3 ICT & Customer Services, Appendix 4 Legal & Democratic and Appendix 5 SARC RAG Summary (Refresh)
- 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 5.

4.00 RECOMMENDATIONS

4.01 That Members consider the 2011/12 Quarter 4/Year end performance reports produced by the Heads of Service, highlight and monitor poor performance and where necessary provide details to the Cabinet.

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 - Finance
Appendix 2 - HR & OD
Appendix 3 - ICT and Customer Services
Appendix 4 - Legal and Democratic Services
Appendix 5 - SARC Summary Position

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

None

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