

Report to: **Overview and Scrutiny Panel**  
Date: **4 June 2015**  
Title: **PERFORMANCE INDICATOR REPORT –  
QUARTER 4 (2014/15)**  
Portfolio Area: **All**  
Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

Date next steps can be taken:  
(e.g. referral on of recommendation or  
implementation of substantive decision)

**Executive – 18  
June 2015**  
**Overview and  
Scrutiny Panel –  
Autumn 2015**

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**Recommendations:**

- 1. That the Key Performance Indicators for Quarter 4 be noted;**
- 2. That Members consider any appropriate action for Indicators at 'Red Status' for two consecutive quarters;**
- 3. That the Panel endorse a review being undertaken into the Performance Measures and welcome a report being presented back to Members in the autumn.**

**1. Executive summary**

- The Balanced Scorecard (as outlined at Appendix A) illustrates broad performance levels at the end of Quarter 4 for 2014/15.

- The Panel will note from the Balanced Scorecard that there are three indicators which have been at 'red status' (i.e. 10% or more below target) for two or more consecutive quarters. As a consequence, a minuted response of the action required is necessary. These three indicators are as follows:-
  - *ICT & CS: Average call answer time;*
  - *PEC: % of Applications determined within statutory time frame (Minor); and*
  - *PEC: % of Applications determined within statutory time frame (Other).*
- As was predicted when the Quarter 3 performance report was presented to the Corporate Performance and Resources Scrutiny Panel on 19 February 2015, these indicators have yet to improve due to capacity issues, which are being addressed through an extensive recruitment drive (Minute CP&R.39/14 refers).
- Officers intend for these indicators to be kept under close scrutiny and the Chairman of the Panel has already exercised his discretion to request that a Development Management Service update be presented to the Panel meeting on 17 September 2015 (draft annual work programme refers).
- Members will also note that the Balanced Scorecard demonstrates a previous 'red status' indicator for the Dartmouth Lower Ferry income. The Chairman of the Panel has already been made aware of an officer request for a Task and Finish Group to be established to undertake a review into the service with the findings ultimately being reported to the Executive in the autumn.
- Given the Transformation Programme and the Council's new operating model (including the Locality working approach), officers consider it is now timely for a review to be undertaken into the appropriateness of the performance measures which are presented. Officers intend for this review to also include how this information is captured, monitored and reported to Members, in order to best demonstrate that services are delivering against the Council's adopted Corporate Priorities. It is intended that this review will also be reported to the Panel during the autumn months.

## **2. Background**

- The current set of performance indicators came from a review which was undertaken by a Task and Finish Group in 2011/12.

## **3. Outcomes/outputs**

- Within the Council Constitution, the Panel is responsible for overseeing performance management at the Council to ensure that poor and/or deteriorating performance is addressed.

#### 4. Options available and consideration of risk

- In the event of there being a lack of relevant performance data being regularly monitored and reported, there is a risk of the Council being unable to establish its performance levels and identify any subsequent improvement plans.

#### 5. Proposed Way Forward

- As outlined above, it is intended that a belt and braces review be undertaken into the performance indicators currently measured, with a report being presented back to the Panel in the autumn.

#### 6. Implications

Legal/Governance		The Council Constitution currently requires the Panel to receive quarterly performance monitoring reports.
Financial		There are no significant financial implications directly related to this report
Risk		There is a risk if the Council did not have a Health and Safety Statement and Policy in place as it is a legal requirement to do so
Comprehensive Impact Assessment Implications		
Equality and Diversity		There are no equality and diversity implications directly related to this report.
Safeguarding		There are no safeguarding implications directly related to this report.
Community Safety, Crime and Disorder		There are no community safety or crime and disorder implications directly related to this report.
Health, Safety and Wellbeing		There are no health, safety and wellbeing implications directly related to this report.
Other implications		N/A

#### **Supporting Information**

##### **Appendices:**

A: Balanced Scorecard

**Background Papers:**

PI Quarter 3 report presented to the Corporate Performance and Resources Scrutiny Panel meeting held on 19 February 2015

**Approval and clearance of report**

<b>Process checklist</b>	<b>Completed</b>
Portfolio Holder briefed	<b>No</b>
SLT Rep briefed	<b>Yes</b>
Relevant Exec Director sign off (draft)	<b>Yes</b>
Data protection issues considered	<b>Yes</b>
If exempt information, public (part 1) report also drafted. (Executive/Scrutiny)	<b>N/A</b>