REPORT TITLE: PERFORMANCE REPORTING INFORMAL SCRUTINY GROUP (ISG) – REPORT BACK ON RECOMMENDATIONS

18 JULY 2018

REPORT OF PORTFOLIO HOLDER: CLLR GODFREY - PORTFOLIO HOLDER FOR PROFESSIONAL SERVICES

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WARD(S): GENERAL

PURPOSE

This report presents an action plan for the implementation of the recommendations put forward by the Performance Management Informal Scrutiny Group in their final report that was considered by Cabinet at its meeting on 17 January 2018.

RECOMMENDATIONS:

1.   That Cabinet consider the report and approves the recommendations from the Performance Reporting Informal Scrutiny Group as set out in the Action Plan in Appendix 1.

IMPLICATIONS:

1   COUNCIL STRATEGY OUTCOME

1.1 Effective performance management supports the Council to manage and improve services that are provided to the residents of the District in a timely and efficient manner.

1.2 The use of performance management information enables the Council to monitor and direct through correction if required the progress being made against the aims and objectives set out in the Council Strategy.

2   FINANCIAL IMPLICATIONS

2.1 There are no direct financial implications.

3   LEGAL AND PROCUREMENT IMPLICATIONS

3.1 None.

4   WORKFORCE IMPLICATIONS

4.1 None.

5   PROPERTY AND ASSET IMPLICATIONS

5.1 None.

6   CONSULTATION AND COMMUNICATION

6.1 The final report of the Performance Management Reporting ISG was considered by Overview and Scrutiny on 27 November of Cabinet on 17 January 2018.

6.2 At that meeting Cabinet noted the recommendations of the ISG and requested that an action plan be drafted to show details of how the recommendations would be implemented.

7   ENVIRONMENTAL CONSIDERATIONS

7.1 None.

8   EQUALITY IMPACT ASSESSEMENT

8.1 None required.

9   DATA PROTECTION IMPACT ASSESSMENT

9.1 None.

10   RISK MANAGEMENT

Risk	Mitigation	Opportunities
Property	n/a	n/a
Community Support	n/a	n/a
Timescales	Regular performance monitoring enables officers to take appropriate action when performance targets are not being met.	Corrective action is taken to improve performance where targets are missed, ensuring service improvements
Project capacity	n/a	n/a
Financial / VfM	n/a	n/a
Legal	n/a	n/a
Innovation	n/a	n/a
Reputation	Robust performance monitoring and regular reporting supports the Council to quickly identify where performance targets and standards are not being met.	Regular performance reporting highlights where targets are being exceeded which can be congratulated and celebrated.
Other		

11   SUPPORTING INFORMATION:

11.1   The Performance Management Informal Scrutiny Group (ISG) was established on 23 May 2016 and presented its final report to The Overview and Scrutiny Committee on 27 November 2017 and Cabinet on 17 January 2018.

11.2   Arising from its review, the ISG in its final report presented to Cabinet ten recommendations for approval.

11.3   At the meeting on 17 January, Cabinet expressed some concern that further consideration should be giving to the timing and implementation of the recommendations before they were agreed. Cabinet therefore agreed that the recommendations be noted at that time and a further report be brought forward including an action plan that provided details of how they should best be implemented.

11.4   As requested by Cabinet, the Strategic Director (Resources) with officers have reviewed the recommendations of the ISG and formulated an action plan to deliver them over the remainder of the year which is included in Appendix 1 to this report.

12   OTHER OPTIONS CONSIDERED AND REJECTED

12.1   None.

BACKGROUND DOCUMENTS:-

Previous Committee Reports:-

OS176   Performance Management Reporting Informal Scrutiny Group, 27
            November 2017

CAB3020   Report of the Performance Management Reporting Informal Scrutiny
            Group, 17 January 2018

Other Background Documents:-

None

APPENDICES:

Appendix 1 Performance Management ISG Recommendations Implementation
            Action Plan

Action Plan for the implementation of the Performance Management Reporting ISG Recommendations

No	Recommendation	Actions	Lead Officer	Target Date
1.	That the Council's Data Quality Policy is rewritten and that it be reworked as the Data Quality Strategy, clearly setting out key Council objectives/priorities and the responsibilities for data management quality.	Key points from Data Quality Policy to be reviewed and incorporated into the updated Performance Management Guide (see recommendation 9 below)	Corporate Business Manager	Nov 2018
2.	That the Council establishes and encourages a stronger performance management culture across the whole organisation highlighting that performance management is everybody's business, which could be accomplished by in-house training and regular briefings for all staff and elected members.	Lunchtime masterclasses to be held that will cover a number of key topics including performance management, procurement, contract and risk management	Corporate Head of Resources	September 2018
3.	That performance information presented in all reports is clear and understandable at all times with links to underlying/supporting documentation where possible.	Hyperlinks to be included in performance reports that link to information published on the Council's website or other relevant website	Strategic Director: Resources	On going
		Performance reports that include charts and graphs to be printed in colour (for the most part this has been superseded by reports now being viewed in colour on iPads by councillors).	Strategic Director: Resources	Complete
4.	That a training session on understanding and interpreting performance management data and information be held at least annually for all	Suitable date for training for councillors to be identified	Strategic Director: Resources	Sept 2018

No	Recommendation	Actions	Lead Officer	Target Date
	councillors.	Training session for all councillors on understanding and interpreting performance management data held.	Strategic Director: Resources	Date to be advised
5.	That the potential to make more use of Covalent to present detailed information to Overview and Scrutiny and Audit Committee, when appropriate be explored	Further work required to identify and assess if there are any benefits of using Covalent to present detailed information at committee meetings.	Strategic Director: Resources / Corporate Business Manager	Sept 2018
6.	That the Council reduces the amount of duplicated data entry through either the implementation of electronic interfaces between core systems or the migration and rationalisation of systems providing efficiency and cost savings to the Council	Review of Council core business applications (planning, housing, revenues etc.) working towards 3 tier application delivery (finance, place and CSU).	Strategic Director: Resources/ IMT Business Development Manager	Dec 2018
7.	Where there are monthly updates, elected members receive an update on the progress of the Council's major projects included in the Democratic Services Update (DSU)	Link to major projects pages of the WCC website to be included in the weekly Democratic Services Update (DSU) that is emailed to all councillors	Democratic Services Manager	Complete
8.	That the Council clearly demonstrate how the data from core systems relate to the outcomes included in the Council Strategy	Council Strategy Performance Measures appendix to include details of the source of the performance information against each measure	Corporate Business Manager	Complete
9.	That the Council's Performance Management Guide be updated and made available to all staff and members via the Council's Intranet	Performance Management Guide to be reviewed and updated and include guidance on the principles of good data quality	Corporate Business Manager	Nov 2018

No	Recommendation	Actions	Lead Officer	Target Date
		Updated Guide published on Intranet	Corporate Business Manager	Nov 2018
		Presentation to managers on key points included in the Guide at Senior Managers Group meeting	Corporate Business Manager	Dec 2018