



POLICY AND RESOURCE SCRUTINY COMMITTEE – 18TH JUNE 2009

**SUBJECT: PERFORMANCE REPORTS FOR CORPORATE SERVICES AND
POLICY & DEMOCRATIC SERVICES**

REPORT BY: PERFORMANCE MANAGEMENT UNIT

1. PURPOSE OF REPORT

1.1 To inform members of the directorate's performance using the Performance Information Measurement System (PIMS).

2. SUMMARY

2.1 The performance information contained in this report, represents a fair cross-section (balanced view) of business and service activities for each of the services reported on, using both locally created performance indicators and indicators as prescribed in the National performance Indicator Guidance for Wales for 2008/09.

3. LINKS TO STRATEGY

3.1 The Council has a duty to improve its services as part of the statutory requirements of the Wales Programme for Improvement 2006

4. THE REPORT

- 4.1 Performance information has been reported from the service 'scorecards' as of the **31st March 2009** for the reporting year April '08 to March '09. This report is detailed in two parts, namely, a performance summary (Appendix A) and specific performance indicator details (Appendix B) outlining how services have performed against targets, and previous years performance where known.
- 4.2 Where performance indicators in scorecards are national measures, there are comparisons published every year against the other 21 Local Authorities and this is known as the 'All Wales Average'. We have shown these if they are available.
- 4.3 The reporting set comprises of a report for all 6 service areas within Corporate Services.
- 4.4 **Corporate Finance** – Each area within the service has a scorecard. The relevant manager/updater update the scorecards on a regular basis.
- 4.5 **Procurement Services** – This scorecard is regularly updated by the service. Within the scorecard there are several indicators that are measured at officer lever, allowing individual officers to look at their own performance.
- 4.6 **ICT & Property** – There are 5 areas within the service, they are IT, Customer First, Corporate Property, Communications and Information Governance. Each area has a scorecard that is

updated by the relevant manager/updater. IT are currently reviewing their PIMS scorecard and are redrafting it in preparation for Quarter 1. Customer First has only recently begun inputting data into their new scorecard, therefore there is little data present to date.

- 4.7 **Legal Services** – The scorecard is regularly updated by the service. There are also several indicators that are measured at officer level.
- 4.8 **HR & Organisational Development** – The scorecard was developed in preparation for 2008/09, therefore there is now a full years worth of data within the scorecard. There are indicators that measure Corporate Health along with the performance of all HR teams within the service, this allows the service to benchmark internally. However, for the purpose of this report the whole service figures have been used. The service plans to develop more indicators in the near future
- 4.9 **Performance Management Unit** – The scorecard is regularly updated, however a number of indicators are measured on an annual basis. The service is looking at creating indicators that can be reported more frequently. There are also several measures that are concluded in the Summer/Autumn to meet statutory deadlines, therefore a better picture of performance will be available in the next performance report.
- 4.10 **Policy & Democratic Services** – The service consists of Policy Unit, Scrutiny Services, Committee Services, Electoral Services, Registrars and Emergency Planning. All scorecards have been in use for a number of years, with the exception of the Policy Unit as this was redrafted in 2008/09.

5. FINANCIAL IMPLICATIONS

- 5.1 None.

6. PERSONNEL IMPLICATIONS

- 6.1 None.

7. CONSULTATIONS

- 7.1 There have been no consultations that have not been.

8. RECOMMENDATIONS

- 8.1 To note the performance information contained within the report.

9. REASONS FOR THE RECOMMENDATIONS

- 9.1 To provide members with performance information on the relevant service.

10. STATUTORY POWER

- 10.1 None.

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Appendices:

Appendix 1 Corporate Finance Performance Summary & Table
Appendix 2 Procurement Services Performance Summary & Table
Appendix 3 ICT & Property Performance Summary & Table
Appendix 4 Legal Services Performance Summary & Table
Appendix 5 HR & Organisational Development Performance Summary & Table
Appendix 6 Performance Management Unit Summary & Table
Appendix 7 Policy & Democratic Services Performance Summary & Table