



## **POLICY AND RESOURCES SCRUTINY COMMITTEE**

**MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH  
ON THURSDAY 18TH JUNE 2009 AT 5:00 P.M.**

---

PRESENT:

Councillor J. Taylor - Chairman  
Councillor M.E. Sargent - Vice Chairman

Councillors

H.A. Andrews, L. Binding, Mrs. A. Blackman, D Bolter, J.B. Criddle, K. Etheridge, S. Jenkins, Mrs. V. Jenkins,, K. Lloyd, D.V. Poole, K.V. Reynolds, A.S. Williams, T.J. Williams, J.M. Wilson

Also present:

Cabinet Members Councillors C Hobbs and C.P. Mann

Together with:

N. Barnett (Director of Corporate Services), P. Evans (Head of Information, Communications, Technology and Property Services), C. Jones (Head of Performance and Policy), N. Scammell (Head of Corporate Finance), L Lucas (Head of Procurement), D Perkins (Head of Legal Services), L Rogers (Organisational Development), J. Jones (Scrutiny Co-ordinator) and G George (Committee Services Manager)

### **APOLOGIES**

Apologies for absence were received from Councillors D.T. Davies, J E. Fussell, L. Hughes and G. Jones.

### **1. PERFORMANCE INFORMATION MANAGEMENT SYSTEM**

At the Policy and Resources Scrutiny Committee risk workshop held last October members had asked for a report on the current position of the Councils Performance Information Management system (PIMS) and if we would change to the new system (called Ffynnon) brought in by the Wales Assembly Government.

In 2004/05 the Authority purchased a Performance Information Measurement system (PIMs) from a company called Corvu, as part of its approach to strengthening performance management arrangements across the Authority. This system was currently used in every service across the authority and had played an increasing role in communicating performance information.

Towards the end of 2007 the Welsh Assembly Government in partnership with the Data Unit Wales purchased a performance information measurement system called Ffynnon. Ffynnon

was available to every local authority in Wales, free of charge until 2013, to help authorities improve performance management, accountability and service standards.

The current version of Corvu that was used (4.3) was at least 3 years out of date and no longer supported by Corvu. The Council would need to upgrade to Corvu (version 5.1) or look at Ffynnon as an option. Because the Ffynnon system could replace Corvu as the platform upon which PIMs ran, the Performance Team carried out an options appraisal to see which would be the best choice for the Authority as there could be financial savings by moving from Corvu to Ffynnon.

Following the consideration of the options appraisal it was decided to move to Ffynnon because it had greater advantages to meet the authorities needs at no additional cost (within the next 4 years). It was planned to take a staged approach to the transfer of information with completion no later than December 2009. This will mean that for a short period both Ffynnon and Corvu systems would be operational

Members noted the change to the performance information system and re-emphasised their commitment to the process across the authority

## **2. PERFORMANCE REPORTS FOR CORPORATE SERVICES & POLICY & DEMOCRATIC SERVICES**

The Council had a duty to improve its services as part of the statutory requirements of the Wales Programme for Improvement 2006 The performance information in the report, represented a fair cross-section 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.

Performance information had been reported from the service 'scorecards' as at the 31st March 2009 for the reporting year April '08 to March '09. This report was in two parts; 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.

Where performance indicators in scorecards were national measures, there were comparisons published every year against the other 21 Local Authorities and this was known as the 'All Wales Average'. These were shown if they were available.

The reporting set comprised of a report for all six service areas within Corporate Services:-

**Corporate Finance** – Each area within the service had a scorecard. The relevant manager/updater updated the scorecards on a regular basis.

**Procurement Services** – This scorecard was regularly updated by the service. Within the scorecard there were several indicators that were measured at officer lever, allowing individual officers to look at their own performance.

**ICT & Property** – There were five areas within the service, they were IT, Customer First, Corporate Property, Communications and Information Governance. Each area had a scorecard that was updated by the relevant manager/updater. IT were currently reviewing their PIMS scorecard and were redrafting it in preparation for Quarter 1. Customer First had only recently started inputting data into their new scorecard; therefore there was little data present to date.

**Legal Services** – The scorecard was regularly updated by the service. There were also several indicators that were measured at officer level.

**HR & Organisational Development** – The scorecard was developed in preparation for 2008/09, therefore there was now a full years worth of data within the scorecard. There were indicators that measured Corporate Health along with the performance of all HR teams within the service; this allowed the service to benchmark internally. However, for the purpose of this report the whole service figures had been used. The service planned to develop more indicators in the near future.

**Performance Management Unit** – The scorecard was regularly updated, however a number of indicators were measured on an annual basis. The service was looking at creating indicators that can be reported more frequently. There were also several measures that were concluded in the Summer/Autumn to meet statutory deadlines; therefore a better picture of performance will be available in the next performance report.

**Policy & Democratic Services** – The service consisted of Policy Unit, Scrutiny Services, Committee Services, Electoral Services, Registrars and Emergency Planning. All scorecards had been in use for a number of years, with the exception of the Policy Unit as this was redrafted in 2008/09.

Each service that was represented at the meeting outlined their scorecard, amplified some points and responded to member's questions. All were thanked for having in place measures that were capable of being monitored to show how each service was performing.

Members noted the performance information contained within the report.

### 3. **BUSINESS PLANNING AND PERFORMANCE MANAGEMENT IN PERFORMANCE AND POLICY DIVISION**

Members were informed that following the last round of performance management meetings at the end of 2008 several areas had now been identified and would be brought together for examination by a more robust process.

### 4. **MEETING EVALUATION DISCUSSION**

Members found the meeting useful and welcomed the informative reports, which combined; with regular reports to scrutiny committees and twice yearly performance management meetings provided ample opportunities to monitor performance management arrangements across the authority.

Approved as a correct record, and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 29th September 2009, they were signed by the Chairman.

The meeting closed at 7:16 pm.

---

CHAIRMAN