



## POLICY AND RESOURCE SCRUTINY COMMITTEE – 29TH OCTOBER 2009

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

**REPORT BY: PERFORMANCE MANAGEMENT UNIT**

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### 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 **30th September 2009**. This report is detailed in two parts, namely, a Performance Summary and a Performance Table 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 Corporate Services and a report for Policy & Democratic Services.
- 4.4 **Corporate Services** – The Directorate consists of Procurement, HR, Corporate Finance, ICT & Property, Legal Services and Performance Management Unit. Each service area within the Directorate has a scorecard. The relevant manager/updater update the scorecards on a regular basis. Indicators have been selected in consultation with Heads of Services and the Performance Management Unit.
- 4.5 **Policy & Democratic Services** – The service consists of Policy Unit, Scrutiny & Member 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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Colin Jones, Head of Policy & Performance  
Nicole Scammell, Head of Corporate Finance  
Liz Lucas, Head of Procurement Services  
Phil Evans, Head of ICT & Property  
Dan Perkins, Head of Legal Services  
Gareth Hardacre, Head of People Management & Development

Appendices:  
Appendix 1 Corporate Services - Performance Summary  
Appendix 2 Corporate Services - Performance Table  
Appendix 3 Policy & Democratic Services - Performance Summary  
Appendix 4 Policy & Democratic Services - Performance Table