



POLICY AND RESOURCES PERFORMANCE MANAGEMENT SCRUTINY COMMITTEE – 4TH JULY 2013

SUBJECT: PERFORMANCE MANAGEMENT

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES

1. PURPOSE OF REPORT

- 1.1 The Local Government Measure 2009 requires all local authorities in Wales to set and publish a set of priorities called Improvement Objectives. The Wales Audit Office (WAO) use Improvement Objectives and other data/information to evaluate the council's likelihood of improvement and following that, the level of actual improvement that is achieved for the citizens of Caerphilly and set in the context of achievement across Wales and beyond, where appropriate.
- 1.2 There is a single Improvement Objective relating to this Scrutiny Committee "**Ensure the citizens of Caerphilly County Borough understand why, when and how to engage with us and the impact their engagement will have in helping us to improve services**". Item 3(2) provides a summary of how the council has performed against this Improvement Objective.
- 1.3 This Improvement Objective has been in place over the last three years and a new set of Improvement Objectives will be introduced for 2013/14. Consequently Scrutiny has the opportunity to reflect on the progress made over the three year period and ascertain what that means for the future.

2. LINKS TO STRATEGY

- 2.1 Providing and maintaining appropriate levels of service performance to the council's residents is a fundamental aim of the Council.

3. THE REPORT

- 3.1 In assessing the progress of an Improvement Objective there is no criteria as to what constitutes success. Progress is normally summarised as being Successful, Partially Successful or Unsuccessful. This is largely a judgement for those delivering the service and the council members scrutinising that judgement.
- 3.2 At this Scrutiny Committee Officers will present the details of the Improvement Objective based around those details in item 3(2). They will put into context the reason for the original choice of the subject as an Improvement Objective and importantly demonstrate to members what differences to citizens (in this case) have been made over the three years of the Improvement Objective – the **Outcome**.

3.3 Members are encouraged to be inquisitive and searching in their scrutiny of the assessment of progress. For example if the Improvement Objective is judged to be:

Successful: What evidence is available to demonstrate the differences made?
How were identified risks managed over the period of the Improvement Objective?
What happens next now that success has been achieved?
How does performance compare in a wider context?

Partially Successful: What happens next to move to being successful and by when?
What are the key reasons behind being partially successful?
What are the implications on citizens of the borough of being partially successful?

Unsuccessful: What does this mean to citizens and the Council?
What happens next to move to being successful and by when?
What are the key reasons behind being unsuccessful?

The above questions are suggestions only and are not exhaustive. The Officer's presentation will undoubtedly raise issues that Members will want to discuss at the time.

3.4 In addition to the Improvement Objective, we have an update of Quarter 4 performance for the key indicators in Corporate Services. Please see item 3(3).

4. EQUALITIES IMPLICATIONS

4.1 There are no equalities implications to this report that have not been considered or would adversely affect any individual or group who fall under one of the protected characteristics or wider issues as shown in the Council's Strategic equality Plan.

4.2 Equalities and Welsh Language issues are cross cutting themes and to varying degrees the Council's 7 Strategic equality Objectives support the implementation of each of the Improvement Objectives.

5. FINANCIAL IMPLICATIONS

5.1 There are no financial Implications directly associated with this report

6. PERSONNEL IMPLICATIONS

6.1 There are no personnel implications directly associated with this report.

7. CONSULTATIONS

7.1 All responses from consultation have been incorporated into this report

8. RECOMMENDATIONS

8.1 It is recommended that Scrutiny, along with Officers, reach agreement on the success or otherwise of the Improvement Objective.

8.2 It is further recommended that should the Improvement Objective not be judged successful Scrutiny consider means of monitoring future progress towards achieving success.

9. REASONS FOR THE RECOMMENDATIONS

- 9.1 To ensure the council delivers it's published aims to "Ensure the citizens of Caerphilly County Borough understand why, when and how to engage with us and the impact their engagement will have in helping us to improve services".

10. STATUTORY POWER

- 10.1 Local Government Measure 2009

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Phil Evans – Head of ICT and Customer Services
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Appendices:

- Item 3(2) Update of Objective 1 – Improve how we engage with our citizens and listen to what our customers tell us about our services
Item 3(3) Q4 Performance Report for Corporate Services key indicators