

Report to Cabinet

Title:	Q3 Council Performance Report
Date:	Monday 25 March 2019
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Local members affected:	All Members
Portfolio areas affected:	All Portfolios

For press enquiries concerning this report, please contact the media office on 01296 382444

Summary

This report is the Council's quarterly performance report comprising:

- A Scorecard
- Report of Cabinet Measures

The Scorecard provides information on four key elements of performance for the Council covering Finance, Business Improvement, Customer Service and HR indicators. These are arranged in four quadrants.

The Report of Cabinet Measures provides a list of measures that informs Cabinet of the progress in achieving the Council's priorities as detailed in the Strategic Plan. The format of the report has been updated between Quarter 2 and Quarter 3, following the successful implementation of a new performance reporting system across the Council.

This new system has increased the visibility of performance, commentary and improvement actions as well as improving efficiency of data collection and reporting. Feedback from Cabinet regarding this new format is welcomed and will be considered to inform reporting in Quarter 4. Overall, 42 performance indicators are rated as Green for quarter 3 which equates to 62% of performance indicators with a Red, Amber or Green status. Within these indicators are areas of strong performance for the Council including:

- The proportion of births that receive a face-to-face New Birth Visit within 14 days by a health visitor – the Council’s performance is above target and above national, regional and comparator outturns
- The proportion of clients using social care who receive direct payments, which is above target and substantially higher than national and comparator performance
- The proportion of pupils attending schools rated good or outstanding by Ofsted – the figure reported for Buckinghamshire in Quarter 3 is above target and higher than national and regional figures.
- The proportion of Category 1 Highways defects repaired within 2 working days – performance has continued to improve and for Quarter 3 this is reported as 99%.

7 indicators are rated as Amber for Quarter 3, equating to 10%; and a further 19 indicators are rated as Red, equating to 28%. Work is underway to address these areas of lower performance and actions to drive improvement are documented in the report.

Recommendation

Cabinet is asked to:

- 1. Come to a view on how the organisation is performing**
- 2. Take action to improve performance where necessary**

A. Narrative setting out the reasons for the decision

A full analysis of the non-financial performance for the Council for Quarter 3 2018/19 is contained in the attached documents.

B. Other options available, and their pros and cons

None arising directly from this report.

C. Resource implications

Actions resulting from consideration of this report may influence changes in resource planning in areas of concern/interest.

D. Value for Money (VfM) Self Assessment

All decisions involving finances are scrutinised to ensure that the best value for money is achieved.

E. Legal implications

None arising from this report.

F. Property implications

None arising from this report.

G. Other implications/issues

None arising from this report.

H. Feedback from consultation, Local Area Forums and Local Member views

This report addresses delivery against the Strategic Plan 2017-2020.

I. Communication issues

Quarterly monitoring reports on the Council's performance position are published on the Council's website.

J. Progress Monitoring

Performance monitoring reports and dashboards are updated on a monthly basis.

K. Review

Not applicable.

Background Papers

This report would benefit by being read in the context of finance and budget monitoring reports.

Your questions and views

If you have any questions about the matters contained in this paper please get in touch with the Contact Officer whose telephone number is given at the head of the paper.

If you have any views on this paper that you would like the Cabinet Member to consider, please inform the Democratic Services Team by 5.00pm on Friday 22 March 2019. This can be done by telephone (to 01296 382343), or e-mail to democracy@buckscc.gov.uk