

2016/17 SERVICE PERFORMANCE: Q4 (January – March)

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Wards affected: All

PROPOSED DECISION

That the summary of the year to date outturns (January – March) for service performance be received.

Corporate Implications

1. Corporate business planning and monitoring is conducive to the discharge of the Council's various functions and is therefore authorised by Section 111 of the Local Government Act 1972.
2. Quarterly monitoring of performance enables the identification of areas of under-performance and action to be taken on these in 'real time' as appropriate, so that there are no surprises at year end.
3. The quarterly monitoring of the quality of the data also ensures that it is fit for purpose for decision making and complies with the dimensions of good data quality as set out by the Audit Commission and embedded within the Council's performance management framework and data quality policy.

Executive Summary

This report provides an update on the performance measures reported to audit committee for Q4 (January – March).

Sustainable Community Strategy/Council Priorities - Implications

Performance measures represent additional 'achievement' indicators that link to and support the aims and objectives of the Sustainable Community Strategy and the Council's Priorities (as set out in the Corporate Plan)

Background

The Council corporately reports 41 performance measures. A report providing an update on these performance measures is circulated to Strategic Management Board, Cabinet, and Audit Committee each quarter.

Consultations

Service Performance has been considered by Strategic Management Board (26 April 2017) and due to be considered by Audit Committee (15 June 2017).

Executive Summary

Appendix A: 19 Level 1 measures identified by Audit Committee. This includes the base data as appropriate to put the percentage outturns in context.

The Corporate policy team will be working with service areas in the coming year to review the performance measures. The aim will be to develop performance measures which directly link to the outcome of service areas.