

Report For:	Audit Committee
Meeting Date:	Audit 31 January 2019
Part:	Part 1 - Open
If Part 2, reason:	N/A

### SUMMARY

<b>Title of Report:</b>	2018/19 Q3 Performance Outturn
Officer Contact: Direct Dial: Email:	Harriet Baldwin 01494 421888 Harriet.baldwin@wycombe.gov.uk
Ward(s) affected:	All
Reason for the Decision:	<p>That the Audit Committee should review performance to ensure that the Council is performing at the appropriate level</p> <p>Corporate business planning and monitoring contributes to the discharge of the Council's functions as authorised by Section 111 of the Local Government Act 1972.</p>

<p><b>Proposed Decision:</b></p>	<p>That:</p> <p>The Audit Committee note the 2018/19 Quarter 3 outturn for the Council's 12 corporate performance measures, in particular that all of the performance measures where targets were set either exceeded the target or met the target (within +/- 5%).</p>
<p>Sustainable Community Strategy/Council Priorities - Implications</p>	<p>Performance measures provide information with regard to the achievement of key objectives and support the Council's priorities as set out in the Corporate Plan</p> <p>Risk is assessed alongside performance management measures but reported separately</p> <p>Equalities issues are considered by each service area in the planning and delivery of their services</p> <p>Health &amp; Safety: N/A</p>
<p>Monitoring Officer/ S.151 Officer Comments</p>	<p><b>Monitoring Officer:</b> Relevant legal issues are outlined in the report.</p> <p><b>S.151 Officer:</b> No direct financial implication</p>
<p>Consultees:</p>	<p><b>N/A</b></p>
<p>Options:</p>	<p><b>N/A</b></p>
<p>Next Steps:</p>	<p>Audit Committee will receive the Quarter 4 performance and the annual outturn report 2018/19 after the 31 March 2019 year end at the next meeting.</p>
<p>Background Papers:</p>	<p>N/A</p>

Abbreviations:

MHCLG: Ministry of Housing, Communities & Local Government  
CSC: Customer Service Centre

Appendices to this report are as follows:

Appendix 1: 12 Corporate performance measures

## **1. Detailed Report**

### **Background**

Regular monitoring of performance enables areas of under performance to be identified and rectified in “real time”.

The quality of the data is monitored regularly to ensure that it is fit for purpose for decision making and complies with the characteristics of good data quality as set out by the Audit Commission and embedded within the Council’s performance management framework and data quality policy.

### **Corporate Performance Measures**




The Council’s Corporate Plan sets out 4 priorities: Place, People, Prosperity and Progress. The performance management framework identifies key performance measures to report on progress in service delivery against these priorities. The Council corporately reports 12 performance measures quarterly from Community, Environment and Housing, HR, ICT and Shared Support Services and Planning and Sustainability, as part of 42 performance measures drawn from across all of the service areas.

The 2018/19 quarter 3 outturn report set out in Appendix 1 reports on the 12 corporate measures. These are high level performance measures selected to give an overview of performance and so provide an indication of performance and direction of travel.

The performance measures are assessed as to whether they are exceeding the target, meeting the target (within +/- 5%); more than 5% away from the target, or data only.

For quarter 3 2018/19 all of the corporate measures either exceed the target or meet the target (within +/- 5%). None of the corporate measures are more than 5% away from target.

The following symbols are used to indicate performance.

<b>Performance Symbol Key</b>	
	Measure has exceeded target by more than 5%
	Measure is within +/- 5% of target
	Measures is more than 5% away from target
n/a	Measure has no target set as used for data collection only

For 2018/19, due to changes in staff, it was not possible to bring the planned regular reports to the Committees for Quarters 1 and 2 although performance measurement and monitoring continued within the services. The report at Appendix 1 sets out the performance in the year to date for the corporate measures.

### **2019/2020 Performance reporting**

For 2019/20 the intention is to retain the current performance measures for consistency and to be able to provide baseline data going forward, with some minor changes where legislation has changed, necessitating changes in reporting (for example the Homelessness Reduction Act 2018).