



**Corporate Policy and  
Resources Committee**

**25 July 2019**

**Subject: Progress and Delivery Report - Period 1 2019/20**

Report by:

Executive Director of Operations

Contact Officer:

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Purpose / Summary:

To consider the Progress and Delivery report for period one 2019-20.

**RECOMMENDATION(S):** To assess the performance of the Council's services through agreed performance measures and indicate areas where improvements should be made, having regard to the remedial measures set out in the report.

## IMPLICATIONS

### Legal:

There are no legal implications as a result of this report

### Financial : FIN/41/20/SL

There are no financial implications as a result of this report

### Staffing :

There are no staffing implications as a result of this report

### Equality and Diversity including Human Rights :

N/A

### Risk Assessment :

N/A

### Climate Related Risks and Opportunities :

N/A

### Title and Location of any Background Papers used in the preparation of this report:

### Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

X

### Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

X

## 1.0 Introduction

Councillors have received Progress and Delivery (P&D) reports since 2012. These performance reports provide information on how the Council is performing using a balanced scorecard approach that measures performance of Council services based on the following perspectives:

- Customer
- Financial
- Process
- Quality




The purpose of the P&D reporting cycle is to provide Councillors on policy committees the opportunity to discuss service based performance with officers and for Councillors to be given assurance that proposed measures to remedy consistently below target performance are sufficient enough to allow for required improvements. Once the report has been received by each policy committee, the Council's Challenge and Improve Committee is given the opportunity to scrutinise any challenges made, thus feeding in to a cycle of continuous improvement of the Council's performance management processes.

As per the Council's Constitution, this report provides information on an exception basis, i.e. those performance measures that are performing above or below agreed targets for at least two consecutive periods. Where performance is below expected standards, Team Managers are required to provide explanatory commentary, including what remedial action is/will be taken to improve performance to the expected level. Performance measures that are performing within agreed tolerance levels are not included in this report, though all P&D performance measures continue to be monitored corporately, facilitated by the Performance and Programmes Team.




Performance measures for 2019/20 were agreed by a member steering group in February 2019.

### How to use this report

Performance is assessed using the RAG traffic light system as follows:

	Performance is below agreed tolerance levels
	Performance is within agreed tolerance levels
	Performance is better than agreed tolerance levels.

The municipal year is divided into four periods in alignment with the Council's committee schedule. Period one covers April and May, period two runs from June – September, period three covers October – December and period four runs from January – March. As well as current performance, information for the preceding three periods is included in the report on a rolling basis to provide context and to allow for comparison. In addition, direction of travel is also included which compares performance for the current period to the same period the previous year, i.e. period one 2019/20 is compared to period one 2018/19.

	Performance has improved
	Performance has remained static
	Performance has declined