



CAI. 39 16/17

**Challenge and
Improvement Committee**

Date: 20nd December 2016

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Establishment of the annual member working group to review Progress and Delivery reporting and agree the measures for 2017/18.

Report by:

Chief Operating Officer

Contact Officer:

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Purpose / Summary:

To propose that a member task and finish group is established to review the measures used to report performance information to the council for the municipal year 2017/18

RECOMMENDATIONS:

Members agree:

- (1) The members of the committee to be part of the task and finish group to undertake the annual review (no more than 3 members).**
- (2) To ask the task and finish group to review the measures that form part of the progress and delivery report and consider a performance management framework that enables members and officers to have assurance that services and projects are performing well and being delivered.**
- (3) For the task and finish group to be empowered to agree the changes to the progress and delivery measures without reference back to this Committee.**

IMPLICATIONS

Legal:

There are no legal implications from this report

Financial:

There are no financial implications from this report.

Staffing :

No Implications

Equality and Diversity including Human Rights :

No implications

Risk Assessment :

The Progress and delivery reports provide members with sight of any risks arising from services or projects.

Climate Related Risks and Opportunities :

There are no climate related risks or opportunities with this report.

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

Key Decision:

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

Yes

No

1 Introduction

The progress and delivery model was developed by a working group in 2013 and implemented from April 2014. The system was comprehensively reviewed in early 2016 by a member working group.

The group agreed a set of measures that formed a 'balance scorecard' approach for each service area which have been used this year and have been generally well received.

Progress and delivery provides a quarterly report to members, on an exceptions basis, highlighting the under and over performing measures and projects across the council.

It is good practice for the measures to be reviewed annually to ensure that they still reflect the priorities of the council, new work which has been started in 2016/17 and pick up any member concerns which have been expressed during the year.

2 Purpose of the Task and Finish Group

The task and finish group will be asked to look at the following aspects of performance management:

A – Review the measures used this year. Confirm they are the appropriate measures for members to be assured that the council as whole is performing at the right level and where performance is below acceptable levels that the remedial measures proposed will deliver the required improvements.

B – Consider how these measures provide a performance management framework for the organisation that allows members to monitor progress against the Corporate Plan, service delivery and projects at the delivery stage.

C – Agree changes to the measures used to report performance to members for inclusion in the reports for the start of the 2017/18 municipal year.

3. Process and Timescales

It is proposed that the task and finish group meets no more than three times in the early part of 2017 to allow the new measures to be introduced for the 2017/18 municipal year.

4. Conclusion

Members have valued the revised approach to performance reporting this year and have recognised that the improved reporting format has assisted members understanding of council performance as a whole.

This annual review is focused on the measures used to ensure that these are giving members the information they need to assure themselves that performance across the council is being properly managed.