



**REPORT OF THE DEPUTY CHIEF EXECUTIVE (CORPORATE
DIRECTION)**

RE: PERFORMANCE AND RISK MANAGEMENT FRAMEWORK

1. **PURPOSE OF REPORT**

- 1.1 To provide the Council's 1st Qtr position (2013/14) on:
- Performance Indicators
 - Service Improvement Plans
 - Corporate Risks

2. **RECOMMENDATION**

That members:

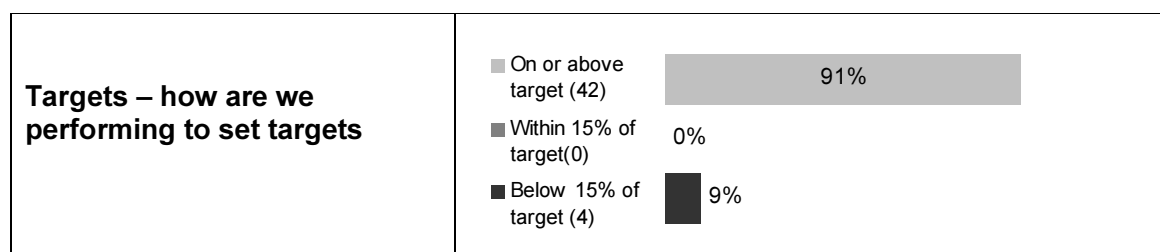
- (i) Note the Council's 1st Qtr performance information for indicators that are predicting to miss target at year end
- (ii) Note Service Improvement Plans that may not meet target dates
- (iii) Note Corporate Risks with a net risk level of 7,8 or 9 (red risks with control status: "treat")

3. **BACKGROUND TO THE REPORT**

- 3.1 The Council reports quarterly on progress against its Performance Management Framework and Strategic Risk Management.
- 3.2 This report considers current performance with regard to the Corporate Plan Strategic aims.

4. **OVERALL SUMMARY – April 2013 to June 2013**

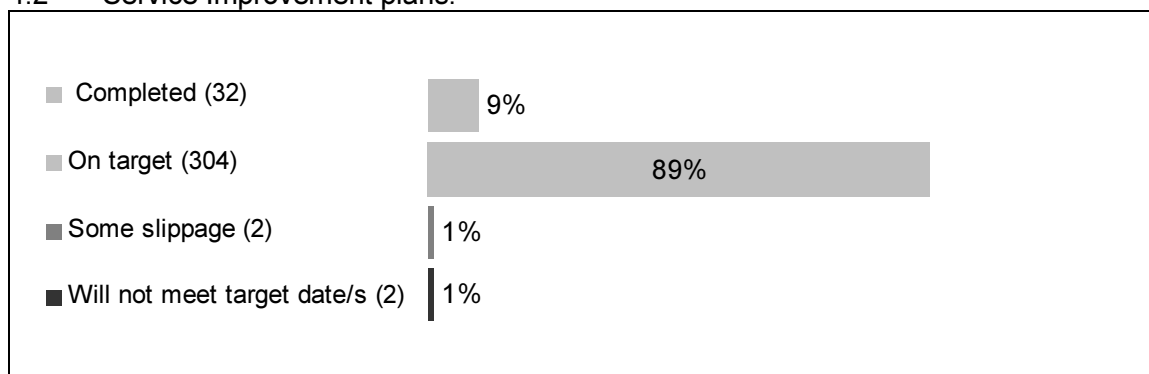
- 4.1 Performance Indicators (47 Indicators reported on a quarterly basis):



<p>Year on year – how have we performed against last years results during the same period (4 PI's not counted as they were only introduced this year)</p>	<table border="1"> <tr> <td>Improved (24)</td> <td>57%</td> </tr> <tr> <td>Same (1)</td> <td>3%</td> </tr> <tr> <td>Worse (17)</td> <td>40%</td> </tr> </table>	Improved (24)	57%	Same (1)	3%	Worse (17)	40%
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Same (1)	3%						
Worse (17)	40%						
<p>One PI not reported: LI175 - Number of hate crimes reported across all agencies (awaiting clarification of methodology and return from County)</p>							
<p>Benchmarking: <i>LGEM (local Gov & East Midlands) are currently conducting a project that will allow an agreed set of indicators to be benchmarked throughout East Midlands. LG inform IT system is in place, but project delayed due to there being no interest from applicants for secondment. LGEM now looking to recruit through student placement scheme</i></p>							

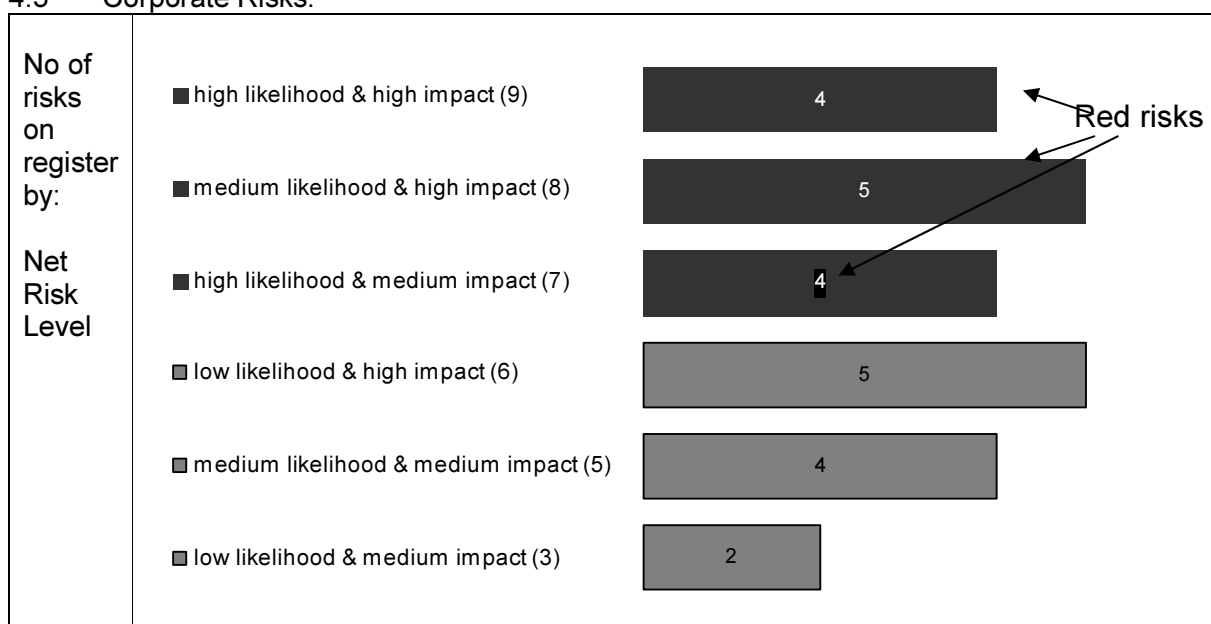
Details of indicators not on target are provided at appendix 1

4.2 Service Improvement plans:



Details of plans that that are showing signs of slippage and/or will not meet target date/s are provided at appendix 2

4.3 Corporate Risks:



Details of red risks (risks with risk control: “treat”) are provided at appendix 3

5. DATA QUALITY MANAGEMENT

- 5.1 The performance information provided is in compliance with the council’s data quality management strategy:
“Ensure that data is managed to the highest quality”

When providing performance information data owners agree that they are managing data quality in accordance with the Data Quality Management Policy. In addition, the Corporate Performance service provides a ‘help desk’ facility for guidance and scrutinisation of performance Indicator outturn returns for compliance.

6. FINANCIAL IMPLICATIONS [DB]

None arising directly from this report

7. LEGAL IMPLICATIONS [AB]

None arising directly from this report

8. CORPORATE PLAN IMPLICATIONS

The report provides an update on the achievement of the Council’s vision and revised Corporate Plan 2013 – 2016. The issues covered in this report relate to, and support the achievement of all the Council’s Strategic Aims:

- Creating a vibrant place to work and live
- Empowering communities
- Supporting individuals
- Providing value for money and pro-active services

and values:

- To continuously strive to improve
- To be customer focused by listening, caring and being respectful
- Deliver what we can and be clear about what we can’t
- Be ambitious and maximise opportunities
- Equality and fair treatment for all
- To be a confident and capable council

9. CONSULTATION

Each Service Manager has contributed information to the report and the performance outturn information is available on the Intranet via the TEN system

10. RISK IMPLICATIONS

It is the Council’s policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

The Strategic Risk Register identifying the significant risks for the council is considered alongside the reporting of performance and financial management.

11. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

Equality and Rural implications are considered as part of the implementation of the Corporate Plan. The Corporate Plan 2013-16 priorities are informed by a borough wide consultation exercise that captured residents' views on what is important in terms of service delivery and council operations. This survey was completed in summer 2012.

12. CORPORATE IMPLICATIONS

- None

Background papers: None
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Executive Member: Councillor Ms BM Witherford