



**PERFORMANCE & RISK MANAGEMENT FRAMEWORK**  
**REPORT OF: CHIEF OFFICER FOR CORPORATE GOVERNANCE & CUSTOMER ENGAGEMENT**

**WARDS AFFECTED: ALL WARDS**

1. **PURPOSE OF REPORT**

- 1.1 To provide the council's year to date position on:
- Performance indicators
  - Service improvement plans
  - Corporate risks
  - Service area risks

2. **RECOMMENDATION**

That the members:

- 2.1 Note the end of year position for items listed at 1.1 above
- 2.2 Recommend actions to improve performance on indicators failing to meet target
- 2.3 Review red (risk score of 9, 8, or 7) risks to improve their risk scores

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 – End of year (April 2013 to Mar 2014)**

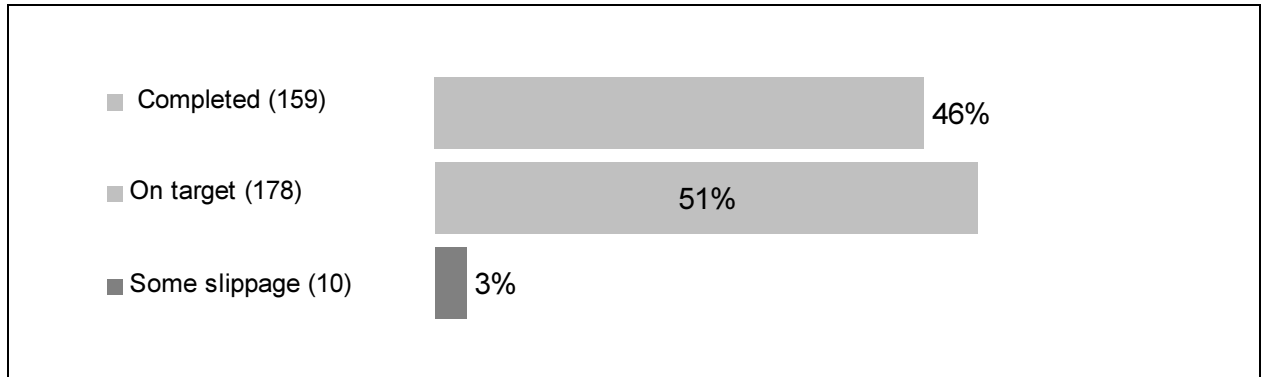
4.1 Performance indicators

<p><b>Targets – how have we performed to set targets</b> <i>(5 Indicators are still outstanding due to end of year calculations and/or are awaiting returns from County)</i></p>	<table style="margin-left: 20px;"> <tr> <td>■ Met target (40)</td> <td>68%</td> </tr> <tr> <td>■ Within 15% of target (15)</td> <td>25%</td> </tr> <tr> <td>■ Below 15% of target (4)</td> <td>7%</td> </tr> </table>	■ Met target (40)	68%	■ Within 15% of target (15)	25%	■ Below 15% of target (4)	7%
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<p><b>Benchmarking performance against other councils:</b> <i>LGEM (local Gov &amp; East Midlands ) have completed a project that allows benchmarking throughout East Midlands. Indicators have now been agreed. Definitions/guidelines have been distributed to all councils. It is not mandatory for all councils to input returns for all agreed indicators. Rather each council can sign up to which indicators they wish to input and benchmark. There is a further meeting in July 2014 to establish progress and readiness in using the LG Inform system to enable benchmarking exercises.</i></p>							
<p><b>Indicators awaiting returns:</b></p>							

- LI175 - No of hate crimes reported across all agencies
- LI23 - Total incidents of assault with less serious injury
- BV86 – Cost of household waste
- NI159 – Supply of ready to develop housing sites
- NI185 – C02 reductions from local authority operations

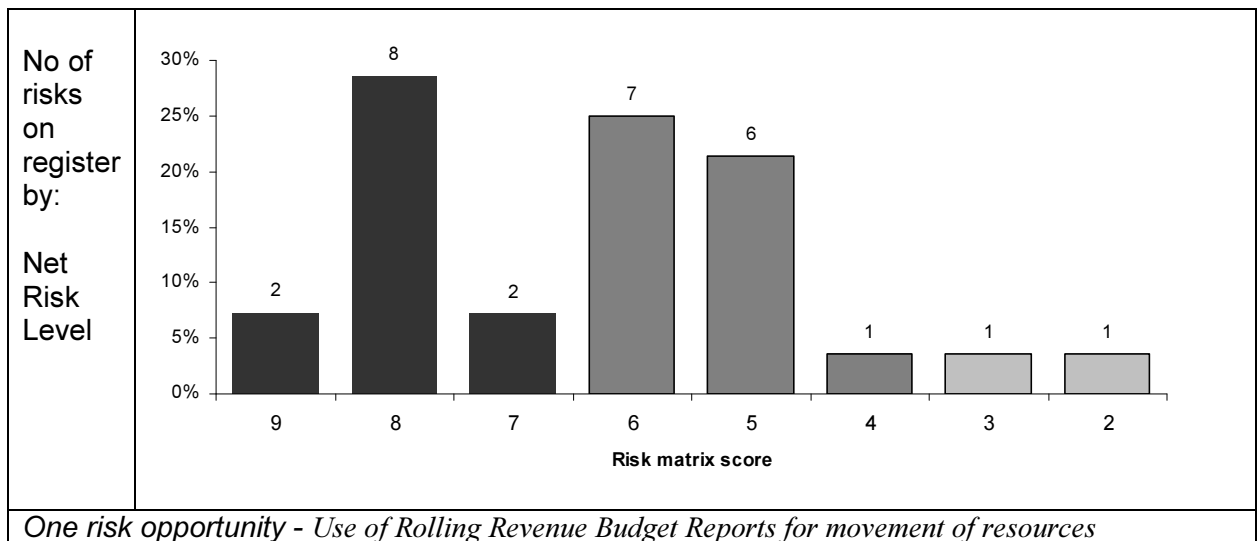
4.1.1 Details of indicators that missed target are provided at appendix 1

#### 4.2 Service improvements plans



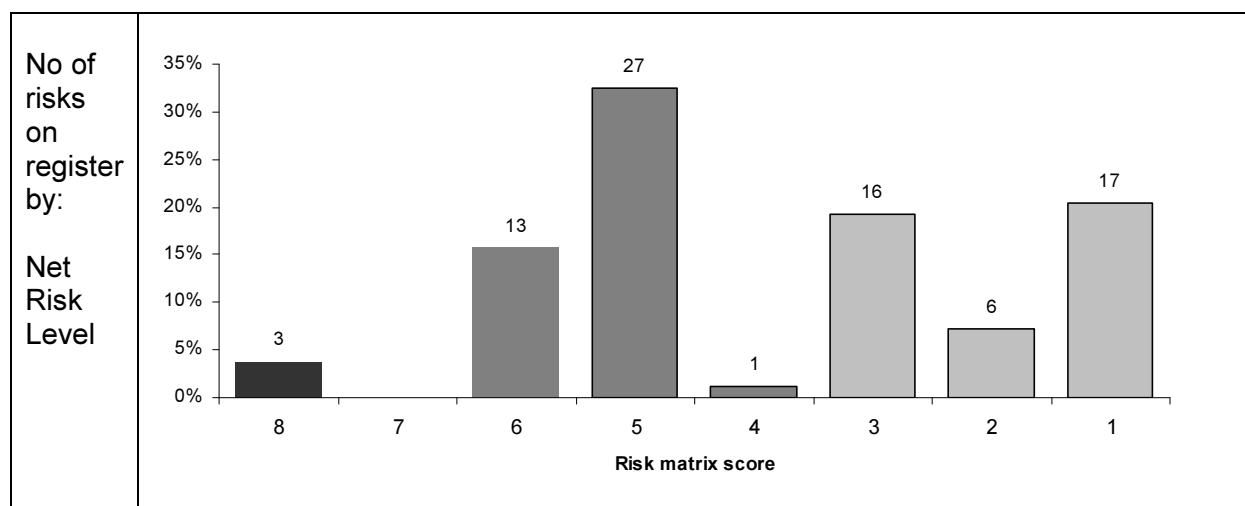
4.2.1 Details of Service Improvement Plans that showed a status of “slippage” at year end are provided at appendix 2

#### 4.3 Corporate/Strategic risks



4.3.1 Details of significant (score of 9, 8, or 7) Corporate risks are provided at appendix 3

#### 4.4 Service area risks



4.4.1 Details of significant (score of 9, 8, or 7) service risks are provided at appendix 4

#### 5. FINANCIAL IMPLICATIONS [KP]

None

#### 6. LEGAL IMPLICATIONS [AB]

None

#### 6. 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

#### 7. CONSULTATION

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

#### 8. RISK IMPLICATIONS

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

This report summarizes all risks, strategic and operational (SIP) and therefore considers the risk implications with regards to the Corporate Plan.

#### 9. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

Equality and Rural implications are considered as part of the implementation of the Corporate Plan 2013-16.

10. **CORPORATE IMPLICATIONS**

None

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Background papers: None

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