

## Council Performance Report – End of March (Q4) 2016/17

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Cabinet Member: Cllr D Fothergill, Leader of the Council & Cllr David Hall

Division and Local Member: All

### **1. Summary**

- 1.1. This performance monitoring report provides an overview of the Council's performance across the organisation.
- 1.2. The report is based on the content of the County Plan.

### **2. Issues for consideration / Recommendations**

- 2.1. Consider and comment on the information contained within this report specifically those areas identified as a potential concern under section 4 of this report and the "issues for consideration" section of Appendix A
- 2.2. Members are asked to review and comment on actions undertaken at Cabinet, to ensure that appropriate consideration has been given to the work being undertaken to address performance concerns.

### **3. Background**

- 3.1. This report provides members and senior officers with the information they need to lead and manage the performance of the organisation and increase levels of public accountability.
- 3.2. The report has been updated to reflect the County Plan that was adopted by full Council in February 2016 and a review of the priorities and the performance information that contributes to them has been carried out. Appendix A – the Performance Wheel now has seven segments which reflect the "People's Priorities" which are widely consulted upon through the Listening Learning, Changing Roadshows. There are four "Council" segments which seek to measure how well the council manages its relationships with partners, staff and the public and how good its 'internal management' processes are. There is one segment that seeks to reflect the performance of the Vision Projects being undertaken by the Vision Volunteers.
- 3.3. The Vision Volunteer segment is a quarterly update evidenced by the Core Council Board Papers.
- 3.4. This report provides the latest information available in the period up until 31<sup>st</sup> March 2017. As such some of the data may be a little historical in nature; discussions regarding "performance issues" will take account of any additional information that may be available following production of this report

- 3.5. This report has been presented to Cabinet on Wednesday 14<sup>th</sup> June 2017.
- 3.6. This report has been presented to Scrutiny for Policies and Place Committee on Tuesday 4<sup>th</sup> July 2017.
- 3.7. This report is being presented to Scrutiny for Policies, Adults and Health Committee on Wednesday 12<sup>th</sup> July 2017.

#### 4. Our Performance

- 4.1.
- Sections that are preceded by 'A&H' are of particular interest to Scrutiny Policies, Adults & Health.
  - Sections that are preceded by 'P' are of particular interest to Scrutiny Policies and Place.
  - Sections that are preceded by 'C&F' are of particular interest to Scrutiny Policies, Children & Families.
- 4.2. This quarter there are three red segments:
- (A&H, C&F) **P1 Help vulnerable and elderly people** – The Performance Improvement process continues to embed within adult services. Improved use of data to support performance improvement is now being regularised across all teams in conjunction to a focused improved use of technology. Progress is being made to reach these targets particularly with regard to improving recording of data to ensure reporting accurately reflects work done. Management actions are in place for all performance targets and are being monitored closely.
  - (C&F) **P3 Safer Children and Better Care** - Progress for the first year of the Children and Young People's Plan has been reported to the Children's Trust Executive and is being reported to Cabinet on 14th June. The Children's Trust Executive are pleased with the progress against the 7 Improvement Programmes, but recognise there is still much work to be done. Action plans for 2017/18 have been drawn up with a focus on a stepped improvement over this second year to ensure year 3 achieves the outcomes of the CYPP in 2019. Ofsted quarterly monitoring visits have concluded adequate progress is being made and DfE intervention has confirmed a "significant improvement" in Somerset's Children's Services, including more manageable case-loads, a more stable workforce and better partnership working as reported by the Minister in December 2016. Despite this, until a re-inspection, services are judged inadequate and there is a corporate risk for Safeguarding Children that has a very high risk rating. Change is evident but universal improvement remains is a challenge.
  - (P) **C4 Managing our Business** - The Authority's outturn shows an overspend of £7.049m when compared to the Revenue Budget. This represents 2.26% of budget. The level of overspend will temporarily take the Council's General Balances below acceptable ranges given the size of the budget and taking into account the annual financial risk assessment. However, the level of reserves will be replenished in year by the collection fund surplus of around £5m.

- 4.3. This quarter there are two segments which, although remaining green, have declining performance:

**P2 - Healthy Residents and reducing inequalities**

- Overall performance remains predominantly green against the annual targets set for this segment. Where possible, these targets relate to actual outcomes for improvement in health and wellbeing. Improvement does not always occur with a constant upwards trajectory. The direction of travel is downward for the quarter due to natural variation between reporting points, the overall performance for the year remains predominantly above target and therefore green.

**C1 - Working with our Public**

- A number of variations in the metrics including pre-election period which restricts positive news coverage, a slight rise in complaints and a slight fall in numbers of volunteers, alongside the team’s on-going challenge to match growing demand for information requests have contributed to a downward trend in this quarter.

4.4. Performance Summary

The latest performance information is set out in Appendix A and summarised in the table below:

Directions of Travel have been assessed based on whether current performance is improving or deteriorating as opposed to comparing performance with the previous report.

Metric Segment	Number of objectives			Direction of Travel		
	Green	Amber	Red	Up	Stable	Down
The People’s Priorities	4	1	2	2	4	1
The Council	3	0	1	1	2	1
Vision Volunteers	1	0	0	0	1	0
Totals	8	1	3	3	7	2
As Percentage	67%	8%	25%	25%	58%	17%

- 4.5. As requested by Scrutiny the table below compares performance between quarters at the objective level and a link is also available to the previous quarterly reports in the Background Papers section at the end of this report.

Wheel Segment		RAG Status 2016/17			
		Apr - Jul	Q2	Q3	Q4
The People’s Priorities	P1	R	R	R	R
	P2	A	A	G	G

	P3	R	R	R	R
	P4	A	A	G	A
	P5	A	G	G	G
	P6	A	A	G	G
	P7	A	A	A	G
The Council	C1	G	G	G	G
	C2	A	A	A	G
	C3	G	G	G	G
	C4	R	R	R	R
Vision Volunteers	V1	G	G	G	G

It is important when managing performance that consideration be given to the overarching vision statements set out in the County Plan

## 5. Consultations undertaken

- 5.1. The key messages within this monitoring report have been provided by Management Teams and reviewed by relevant Lead Cabinet Members.

## 6. Implications

- 6.1. If addressing performance issues requires changes in the way services are delivered through formal decisions, these must be supported by an appropriate impact assessment which will need to be duly considered by decision makers in line with our statutory responsibilities before any changes are implemented.

## 7. Background papers

- 7.1. County Plan - <http://somesetcountyplan.org.uk/>

**Note** For sight of individual background papers please contact the report author