

Council Performance Report – End of March (Q4) 2017/18

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Cabinet Members: Cllr D Fothergill, Leader of the Council

Division and Local Member: All

1. Summary

- 1.1. This performance monitoring report provides a high-level summary of the Council's performance across the themes laid out in Appendix A.
- 1.2. This report reflects the Council's ongoing progress towards the visions laid out in 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 high-level view of the information they need to lead and manage the performance of the outcomes set out in the County Plan.

The measures used to support the report come from across the Council and are monitored using Senior Leadership Team Scorecards.

- 3.2. Appendix A – the Performance Wheel has seven segments which reflect the 'People's Priorities'. The 'People's Priorities' are drawn from our County Plan, covering priorities for the whole of Somerset and are regularly discussed as part of our ongoing public engagement process.

There are four 'Council' segments which seek to measure how well the council manages its relationships with partners, staff and the public and how it rates its internal management processes.

There is one segment that seeks to reflect the performance of the Vision Projects being undertaken by the Vision Volunteers.

- 3.3. This report provides the latest information available in the period up until 31st March 2018. Discussions regarding performance issues will take account of any additional information that may be available following production of this report.
- 3.4. This report provides the latest information available in the period up until 30th September 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 Monday 11th June 2018.
- 3.6. This report has been presented to Scrutiny for Policies and Place Committee on Tuesday 19th June 2018.
- 3.7. This report is being presented to Scrutiny for Policies, Adults & Health on Wednesday 4th July 2018.

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 is one red segment:

(P) C4 Managing our Business –

The Authority’s outturn shows an overspend of £2.180m when compared to the Revenue Budget. This represents 0.70% of budget. Key services such as Children’s Social Care, Adults Social Care and Learning Disabilities services have had to manage considerable increases in demand. The risk is that this trend will continue and we need to be prepared to divert resources to support these areas of spend. The availability and use of reserves is critical in being able to manage spikes in demand and costs incurred. This must be balanced against the risk of other services coming under financial pressure.

This quarter there is one segment with declining performance:

(P) C1 Working with our public –

Changes with staffing and additional new processes for blue badge transferring to customer contact centre have impacted on the ability to deliver a responsive service to meet the current key performance indicator.

4.3. Performance Summary

The table below summarises overall performance against objectives:

The direction of performance has 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 Performance		
	Green	Amber	Red	Up	Stable	Down
The People's Priorities	4	3	0	3	4	0
The Council	1	2	1	1	2	1
Vision Volunteers	1	0	0	0	1	0
Totals	6	5	1	4	7	1
As Percentage	50%	42%	8%	33%	58%	8%

4.4. As requested by Scrutiny the table below compares performance between quarters at the objective level.

Wheel Segment		RAG Status 2017/18			
		Apr - Jul	Q2	Q3	Q4
The People's Priorities	P1	R	A	A	A
	P2	A	A	A	G
	P3	R	R	R	A
	P4	A	A	A	A
	P5	G	G	G	G
	P6	G	G	G	G
	P7	G	G	G	G
The Council	C1	G	G	G	A
	C2	G	G	G	G
	C3	A	A	A	A
	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://somersexcountyplan.org.uk/>

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