

Classification: Public

Key Decision: No

Gravesham Borough Council

Report to: Community Services Committee

Date: 7 February 2019

Reporting officer: Simon Hookway – Assistant Director (Communities)
Anita Tysoe – Service Manager (Customer and Theatre Services)

Subject: Corporate Performance Update – Quarter Three 2018-19
(October – December 2018)

Purpose and summary of report:

To present Members of the Community Services Committee with an update against the Performance Management Framework, as set out within the council's Corporate Plan 2015-19, for Quarter Three 2018-19 (October – December 2018).

Recommendations:

This report is for information purposes only.

1. Introduction

- 1.1 In October 2015 the council formally adopted its new Corporate Plan for 2015-19. The plan sets out the council's vision for the borough, complete with a suite of corporate objectives and policy commitments that will shape the council's activities over the four year period.
- 1.2 In order to evaluate if the council is effectively achieving against its stated policy commitments, and is ultimately delivering consistently high quality services, the council needs to have a sound performance management process in place. Developed by senior council officers and Cabinet portfolio holders, the council's Corporate Plan presents a new Performance Management Framework (PMF) that will form the basis of reporting corporate performance to council Members and residents.

2. Performance Management Process

- 2.1 The effective management of the council relies upon good quality and timely performance information on which to base informed decisions. The council's PMF presents a range of performance information which includes;
- Performance Measures (PM): These are target-based measures identified and established specifically for being essential to the delivery of the Corporate Plan's key objectives e.g. waste recycling rates.
 - Performance Indicators (PI): These represent important contextual performance information related to the Corporate Plan's key objectives. PI's are not target based as the council, whilst having influence over their delivery, does not directly control their outcomes e.g. crime statistics.
- 2.2 Appendix Two to this report provides Members with an overview of the council's performance against the Community Services portfolios for Quarter Three 2018-19, covering the period October – December 2018.
- 2.3 Information on performance over the period is presented in tabular form for all indicators and graphically for PMs. Where any PMs have not met their set target for the quarter, exception notes have been provided for review. In addition, for PIs the tables provide 'direction of travel' arrows to give Members an indication of progress made against the previous reporting period and the respective arrows are explained in the key below;

Performance Indicators: 'Direction of Travel' explanatory note

Performance has improved on the previous reported period



Performance has stayed the same on the previous reported period



Performance has fallen on the previous reported period



- 2.4 It should be noted that Performance Indicator 5: *Recorded reoffending rate* is no longer reported to the committee. This is reflective of a change to the method of collecting the raw data that supports this indicator.
- 2.5 It should also be noted that, following a request by the Corporate Management Team, there are no longer any 'direction of travel' arrows associated with PI 38: *% staff turnover rate*. It was concluded that the indicator did not lend itself to 'good' or 'bad' performance and is in fact a simple dataset to complement the suite of related material.
- 2.6 For future reference, equivalent performance reports will be presented to Members of the Committee on a quarterly basis.
- 2.7 This report is for information purposes only.

3. BACKGROUND PAPERS

- 3.1 There are no background papers pertaining to this report.

IMPLICATIONS		APPENDIX 1
Legal	The council's Corporate Plan is an integral part of the authority's policy framework as defined by the Constitution. The new Plan will ensure the council has in place an effective framework to delivery its responsibilities and delivers better results for vulnerable local residents, with the assistance of relevant partner agencies.	
Finance and Value for Money	There are no significant costs associated with the monitoring of the council's Corporate Plan from which council activities should be based and which therefore should be accounted for as part of on-going financial planning processes.	
Risk Assessment	Implementation of a performance management framework allows the council to evidence how successful it is in achieving against its stated objectives, and for residents it provides genuine accountability in how successfully the council is administering its resources.	
Equality Impact Assessment	Question	
	a. Does the decision being made or recommended through this paper have potential to cause adverse impact or discriminate against different groups in the community? If yes, please explain answer. N/A	
	b. Does the decision being made or recommended through this paper make a positive contribution to promoting equality? If yes, please explain answer. N/A	
	<i>In submitting this report, the Chief Officer doing so is confirming that they have given due regard to the equality impacts of the decision being considered, as noted in the table above.</i>	
Corporate Plan	The council's adopted Corporate Plan sets the strategic vision and objectives for the authority over the 2015-19 period. This report provides Cabinet with a quarterly assessment of how the council is delivering against its objectives through its performance management framework. All future committee reports will be presented in consideration of the council's Corporate Plan.	
Crime and Disorder	Community safety is an integral theme of new Corporate Plan and work by the council in this area, alongside its key partners, will go towards delivering corporate objective 1: 'a Safer Gravesham'.	
Digital and website implications	In terms of the council's performance management framework, digital implications are represented and assessed through the outturns relating to 'PI 49 - web self-help forms'.	
Safeguarding children and vulnerable adults	There are no implications in respect of safeguarding children and vulnerable adults. It should be noted however, that the council's work in safeguarding children and vulnerable adults helps contribute towards delivering corporate objective 1: 'a Safer Gravesham' and corporate objective 2: 'a Stronger Gravesham'.	