

Subject:	Integrated Performance Report. Quarter 3 (October to December 2012)		Status:	For Publication	
Report to:	Performance Scrutiny Committee		Date:	25 th February 2013	
Report of:	Head of People and Policy		Portfolio Holder:	Finance and Resources	
Key Decision:	<input type="checkbox"/>	Forward Plan <input checked="" type="checkbox"/>	General Exception <input type="checkbox"/>	Special Urgency <input type="checkbox"/>	
Equality Impact Assessment:		Required:	No	Attached:	No
Biodiversity Impact Assessment		Required:	No	Attached:	No
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1.	RECOMMENDATION(S)
1.1	That the Performance Scrutiny Committee considers the levels of performance and risks detailed in the report.
1.2	That the Performance Scrutiny Committee continues to monitor performance of those indicators that are under-achieving targeted levels of performance and may wish to request further information upon this from the relevant Head of Service.

2. PURPOSE OF REPORT

2.1 The purpose of this report is to inform the Performance Scrutiny Committee of:

- An overview of performance in Quarter 3 (October to December 2012)
- What progress is being made in relation to the council's corporate priorities.
- Those indicators not achieving their targeted levels of performance at the end of Quarter 3, together with the actions being taken to get performance back on target.

2.2 Appendix 1 – Integrated Performance Report

- Financial Position
- Current performance of Council Projects and Actions
- Current performance of Performance Indicators
- Position of identified risks
- Complaints
- Compliments.

3. CORPORATE PRIORITIES

3.1 The matters discussed in this report impact directly on the following corporate priorities:

- **A clean and green Rossendale** – creating a better environment for all.
- **A healthy and successful Rossendale** – supporting vibrant communities and a strong economy.
- **Responsive and value for money local services** – responding to and meeting the different needs of customers and improving the cost effectiveness of services.

4. RISK ASSESSMENT IMPLICATIONS

4.1

- Risk assessment implications are detailed in the Performance Report, Section 6 pp.66-73.

5. BACKGROUND AND OPTIONS

5.1 The Performance Report confirms that the Council is delivering almost all those actions and projects that the Council said it would deliver as detailed in the Council's Corporate Business Plan for the financial year 2012-2013. Performance within the Council continues to be good.

94.6% of Corporate Plan Actions completed without issues and/or projects are on track, an increase on Quarter 2, with no Corporate Plan Actions in jeopardy. There has also been a decrease in the amount of Corporate Plan Actions that are slightly behind target, this is now down to 5.4% in Quarter 3.

The following projects from the business plan have been completed in Quarter 3;

- Complete construction of new leisure facilities at Marl Pits [Action F&P7 p.26].
- Assisted in the development of a Council strategy and policy for the implementation of legislation changes to the benefits administration process and the collection of non-domestic rates. [Action F&P4 p.40].
- Completion of the Annual Monitoring Report to monitor delivery of policy outcomes in the Core Strategy and national Core Output Indicators [Action FP1 p.41].
- Reviewed the Statement of Principles for the Gambling Policy [L&EU5 p.45].

5.2 **Some areas of success or progress to note include:-**

- Large improvements made around the corporate priority of 'A Healthy and Successful Rossendale', which has seen an 11.6% rise in Green Status' since Quarter 2.
- STAN has continued to show strong success rates, response rates on customer satisfaction surveys has increased from 37.97% in Quarter 2 to 42.42% in Quarter 3.
- STAN has also seen a 66% reduction in dissatisfaction rates, Quarter 3 only saw 1 customer express their dissatisfaction with the service, and that was due to a third party.
- The number of complaints the Council has received has seen a reduction, and when a complaint has been received they are being closed in the same quarter which is an improvement on Quarter 2.
- Localities Teams have seen a great number of compliments received in Quarter 3.

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COMMENTS FROM STATUTORY OFFICERS:

6. SECTION 151 OFFICER

6.1 Financial performance is dealt with in Section 3 of the attached report commencing on page 13.

7. MONITORING OFFICER

7.1 There are no immediate legal considerations attached to the recommendations within this report.

8. HEAD OF PEOPLE AND POLICY (ON BEHALF OF THE HEAD OF PAID SERVICE)

8.1 There are no human resources issues arising from this report.

9. CONSULTATION CARRIED OUT

9.1 Management Team.

9.2 Portfolio holder for Finance and Resources.

9.3 Performance Scrutiny Committee

10. CONCLUSION

10.1 The Performance Report for Quarter 3 shows that there have been overall improvements in the Council's performance of implementation of priorities and management of risks. The greatest improvement has been seen in the management of risks. In relation to the Council's corporate priorities there has been the greatest improvement in the priority of 'A Healthy and Successful Rossendale'

Background Papers

Document	Place of Inspection
Covalent Performance Management System	Contact People & Policy 01706 242449