

MEETING:	CABINET
DATE:	12TH JULY 2012
TITLE OF REPORT:	CORPORATE PERFORMANCE REPORT PERIOD TO END MAY 2012
PORTFOLIO AREA:	CORPORATE SERVICES

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To invite Cabinet Members to review performance for the period to end May 2012.

Key Decision

This is not a Key Decision.

Recommendation

THAT:

- (a) **Cabinet considers performance for the period to end May 2012.**

Key Points Summary

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Alternative Options

1. The Joint Performance Improvement Framework provides that Cabinet will formally review performance against the Joint Corporate Plan quarterly. There are therefore no alternative options.

Reasons for Recommendations

2. To ensure that progress towards achievement of the agreed outcomes, service delivery targets and organisational health measures is understood. Further, to ensure that the reasons for important areas of actual or potential under-performance are understood and are being addressed to the Cabinet's satisfaction.

Introduction and Background

3. The Corporate Performance Report is a regular report, focusing on progress towards

achievement of the six priority themes in the Joint Corporate Plan 2011-14 (i.e. improvement measures), and on how well the business is being managed (i.e. operational service delivery and organisational health measures). Progress is measured through the management and monitoring of selected performance indicators and projects.

4. Broadly based on a balanced scorecard approach, the report provides a summary of performance in the following areas:
 - a. Achievement of outcomes sought within each of the 6 priority themes (or in year proxy measures where outcome data is not available in year)
 - b. Achievement of Delivery Plan milestones
 - c. Service performance by directorate
 - d. Corporate customer service performance
 - e. Corporate HR performance
 - f. Corporate finance performance

Key Considerations

5. A high level summary of performance in each of the 6 areas above will be provided in a 'balanced scorecard' style – a working example of which is provided at appendix A.

Achievement of outcomes

6. Future reports will provide a summary of the key risks to delivery of the outcome measures and key successes and the relevant appendix will include any detailed exception reports – a sample exception report is attached at appendix B.

Delivery Plan Milestones

7. The key headline is that the majority of projects are being delivered to plan, although 6 are currently reported as being behind schedule; the majority of projects are rated Blue, as being delivered to schedule. More detailed information is provided at appendix C in relation to those projects that are green or red rated (ahead of or behind schedule), and those that have not been updated.

Service Performance

8. Future reports will provide a summary of the key risks to service delivery, including that of service delivery partners, and key successes and the relevant appendix will include any detailed exception reports. Data has not been provided the service performance measures as part of this report.

Corporate Customer Service

9. More detailed information is provided at Appendix D in relation to those performance measures that are included within the Customer Service Report, for which data is currently available.

Corporate Workforce Performance

10. More detailed information is provided at appendix E in relation to those performance measures that are included within the Workforce Report.

In summary, the average sickness absence, at 3.43% to the end of April, is better than the same period last year and has remained at a similar level for the last six months.

The turnover of staff within the last 12 months to the end of May is 12.5%; this includes both staff that have left the organisation, and those that have transferred to strategic partners such as Hoople, Wye Valley Trust and 2Gether. In particular, the turnover rate within the directorate of the Deputy Chief Executive and Corporate Services is particularly high for the last 12 months, at 18.59%, due to a combination of the Mutual Early Resignation Scheme (MERS), resignations, redundancies, transfers to Hoople, and the completion of the work of the Agresso Build Team. The presentation of turnover as a rolling 12 month average tends to hide any peaks and troughs; further analysis of the data will be undertaken in the future so as to present a more meaningful overview in the next report.

The current proportion of eligible staff to have received an appraisal, i.e. those staff that are not on maternity leave, career break, long-term sick, or are new to the organisation, is 69% at the end of May. Performance within the directorates of the Deputy Chief Executive and Corporate Services and Places and Communities are significantly better than the organisation average, at 85% and 79% respectively. Although not all eligible employees had received an appraisal by the due date of the end of May, the appraisal process will continue throughout the year the next report should show that closer to 100% of employees have received an appraisal.

In respect of agency spend, the figure reported in appendix E includes both interims and consultants. There are peaks and troughs within the report; the data shows the period in which money is processed through the system, and does not reflect the level of interim and consultant employment during the same period. Further analysis will be undertaken in the future to try and present a more meaningful picture.

Corporate Finance Performance

11. A separate budget report is provided for Cabinet consideration elsewhere on the agenda. An overview of performance is provided at appendix F.

The overall revenue budget position for 2012/13 shows a £2.854m projected overspend. The main area of concern is the People's Services Directorate, which is currently forecasting a £2.902m overspend.

Community Impact

12. Delivering the Joint Corporate Plan is central to achieving the positive impact the Council wishes to make across Herefordshire and all its communities.

Equality and Human Rights

13. The corporate delivery plan recognises our Public Sector Equality Duty, and includes a specific project that contributes towards its achievement. Equality Impact Assessments will be carried out as an integral part of decision making in respect of all new projects/policy

changes.

Financial Implications

14. None.

Legal Implications

15. None.

Risk Management

16. By highlighting progress against the Joint Corporate Plan, including the major risks to achievement and how they are being mitigated, this report is an essential component of the Council's management of risks.

Consultees

17. None.

Appendices

- Appendix A Summary Balanced Scorecard
- Appendix B Example Measure Exception report
- Appendix C Delivery Plan Exception Report
- Appendix D Customer Service Report
- Appendix E Workforce Report
- Appendix F Finance Report

Background Papers

- None.