

**Title of meeting:** Governance and Audit and Standards Committee

**Date of meeting:** 25<sup>th</sup> September 2014

**Subject:** Performance Management update - Q1, 2014-15

**Report by:** Head of HR, Legal and Performance

**Wards affected:** n/a

**Key decision:** No

**Full Council decision:** No

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**1. Purpose of report**

1.1 To inform members of performance issues arising in the first quarter of the 2014-15 reporting period.

**2. Recommendations**

**The Governance and Audit and Standards Committee are asked to:**

- 1) note the report; and**
- 2) comment on the performance issues highlighted in section 4, including agreeing if any further action is required**

**3. Background**

3.1 This report is part of the regular series of quarterly report highlighting significant performance issues across the organisation. The reports are based on the quarterly highlight reports prepared by Heads of Service, which are in turn based on the priorities for their services identified by Strategic Directors.

3.2 Taking some of the lessons from previous quarterly reporting, it was also requested that for quarter 1:

- where possible, issues raised should be supported by the relevant evidence for judgement, such as KPIs, project milestone progress, or relevant comparative data
- whilst high-level outcome data is important, the reports should focus on the quality and impact of the actual service delivery

3.3 For this quarter, it has also been possible to implement a response to the Internal Audit report on performance management, and carry out a challenge process in advance of consideration of reports by Strategic Directors Board. This challenge process considers issues that maybe are missing from the first

draft highlight reports, and seeks to help identify common themes. The panel consists of the City Solicitor, Head of HR, Legal and Performance, Head of Financial Services, Head of Customer, Community and Democratic Services, and the Chief Internal Auditor, supported by Kelly Nash, and identified a number of issues as raised in the report. There is also a much closer relationship with the risk register consideration.

#### **4. Reasons for recommendations**

4.1 Appendix 1 contains a full summary of the quarterly responses provided by Heads of Service, against the service priorities.

4.2 In terms of the key themes that can be identified running through many of the reports, there is clearly an issue around capacity in the organisation. However, it is not always clear from the reports what the impact of activity is, and more challenge continues to be needed around expressions of value for money, as previously discussed by the committee.

#### **5. Equality impact assessment (EIA)**

5.1 Any equality matters arising through performance or value for money consideration will be considered as a discrete process, as separate EIAs will be completed for these areas of work.

#### **6. Legal Implications**

6.1 The report has incorporated legal implications and accordingly there are no other immediate legal implications arising from this report.

#### **7. Finance Comments**

7.1 The report has incorporated legal issues and accordingly there are no other immediate legal implications arising from this report.

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Signed by: Jon Bell, Head of HR, Legal and Performance

**Appendices: Appendix 1 - Summary of service performance issues**

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
1. reports to, and minutes of, SDB meetings	Strategy Unit
1. Summary business plans	Strategy Unit

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by Governance and Audit and Standards Committee on 25<sup>th</sup> September 2014

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Signed by: