

Title of meeting:	Governance and Audit and Standards Committee
Date of meeting:	3 rd March 2020
Subject:	Performance Management update - Q2, 2019-20
Report by:	Corporate Performance Manager
Wards affected:	n/a
Key decision:	No
Full Council decision:	No

1. Purpose

- 1.1 To report significant performance issues, arising from Q2 2019-20 performance monitoring, to Governance and Audit and Standards committee and highlight areas for further action or analysis.

2. Recommendations

- 2.1 The Governance and Audit and Standards Committee is asked to:
- 1) note the report in the revised format;
 - 2) agree if any further action is required in response to performance issues highlighted

3 Background

- 3.1 This report is part of the regular series of quarterly report highlighting significant performance issues across the organisation.
- 3.2 In compiling reports, directors are asked to consider:
- 1) Priority performance areas
 - 2) Projects
 - 3) Risks
- 3.3 Expectations have been shared with Directors that reports should cover the breadth of organisational activity and enable GAS to discern a picture of performance in the organisation. Reports should provide an indication of both current performance and trends. Directors have been asked to make use of readily understood RAG (red; amber; green) terminology to describe perspectives where:
- Green is improving; exceeding or on plan
 - Amber is no change or some degree of uncertainty about performance
 - Red is deterioration; failing to achieve plan; or a high level of concern.

- 3.4 In order to make the key issues clearer to members, directors have been asked to provide summaries highlighting the issues the committee needs to be aware of (Appendix 1) with more in depth assurance around the management of performance and projects presented in further appendices.
- 3.5 The report has been significantly overhauled in response to feedback from committee members to focus on director summaries, and more high level, graphic reporting around KPIs (appendix 2). The KPIs and projects (Appendix 3) are now presented against the corporate priorities.
- 3.6 At a previous discussion, it was noted that the indicators focus more on activity than high level outcome. In respect of quarterly monitoring, it is true that these tend to be more short-term, activity indicators to demonstrate that the organisation is undertaking the tasks that it believes needs to be done to achieve compliance with statutory responsibilities; or to improve outcomes. The annual narrative report, presented alongside the statement of accounts, will be refocused to ensure that the relationship with outcomes is considered on an annual basis, and the key changes demonstrated.

4. Integrated impact assessment (IIA)

- 4.1 This report does not recommend any changes to services or policies and therefore an impact assessment has not been required. Any matters arising through performance or value for money consideration will be considered as a discrete process, and separate IIAs will be completed for these areas of work.

5. Legal Implications

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

6. Finance Comments

- 6.1 There are no financial implications to bring to member's attention at this stage. However, it should be noted that there could be further financial implications following further exploration of any of the performance issues raised in this report, and related future reports could result in financial implications. These will be flagged to members at the appropriate time.

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Signed by:

Appendices: **Appendix 1- Summary of directorate issues**
 Appendix 2a - Performance issues summary
 Appendix 2b - Performance issues (detailed)
 Appendix 3 -Projects

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:

Title of document	Location