

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24th JUNE 2016

End of Year Performance Management Report – 1st April 2015 to 31st March 2016

To consider and comment on the following issues:

That the Committee scrutinises the end of year position in relation to performance monitoring, or latest available information, for the 2015/16 financial year. The report includes:

- Heads of Service Overview of Performance
- Improvement Plan Monitoring – Actions and Performance Measures
- Complaints and Compliments Monitoring

Reasons:

- To ensure that any areas of concern are identified and relevant action taken.
- To enable members to exercise their scrutiny role in relation to performance monitoring.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Technical Services)
- Cllr. Jim Jones (Environmental & Public Protection)
- Cllr. Pam Palmer (Communities – including Community Safety / Social Justice / Crime & Disorder)

Directorates: Communities / Environment / Chief Executive's	Designations:	Tel Nos. / E-Mail Addresses:
Names of Heads of Service: Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224898 wswalters@cararthenshire.gov.uk
Steve Pilliner	Head of Transport & Engineering	01267 228150 sgpilliner@cararthenshire.gov.uk
Robin Staines	Head of Housing & Public Protection	01267 228960 rstaines@cararthenshire.gov.uk
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EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 24th JUNE 2016

End of Year Performance Management Report – 1st April 2015 to 31st March 2016

The attached report provides members with an overview of how the services within the Committee's remit are performing:

1. Heads of Service Overview of Performance (Report A)
2. Improvement Plan Monitoring – Combined Actions and Measures Report (Report B)
3. Compliments and Complaints Monitoring (Report C)

Please note that the Crime Statistics for Carmarthenshire (normally included as Report D), are currently not available. Once it has been received by the Authority from Dyfed-Powys Police, the information will be forwarded to members.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

We confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Wendy Walters** **Assistant Chief Executive (Regeneration & Policy)**
 Steve Pilliner **Head of Transport & Engineering**
 Robin Staines **Head of Housing & Public Protection**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	YES	NONE	NONE

1. Policy, Crime & Disorder and Equalities – Performance Indicators are set to monitor the performance of services and targets set. If the Authority is to deliver its promises to citizens and stakeholders, then indicators underachieving need to be addressed.

2. Legal – Performance Indicators are set to monitor the performance of services and targets set. If the Authority is to deliver its promises to citizens and stakeholders, then indicators underachieving need to be addressed.

5. Risk Management Issues – This report refers to actions and measures in the 2014/15 Annual Report and 2015/16 Improvement Plan relevant to Community Scrutiny, potential risks addressed are:

- addressing regulatory report recommendations
- comments on not meeting our own goals – actions and measures
- meeting statutory targets (i.e. Waste)
- improvement and comparative data for national measures

CONSULTATIONS

We confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed:	Wendy Walters	Assistant Chief Executive (Regeneration & Policy)
	Steve Pilliner	Head of Transport & Engineering
	Robin Staines	Head of Housing & Public Protection

1. Local Member(s) – N/A

2. Community / Town Councils – N/A

3. Relevant Partners – N/A

4. Staff Side Representatives and other Organisations – All departments have been consulted and have had the opportunity to provide comments on their performance and progress.

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Carmarthenshire Integrated Community Strategy 2011-16	www.thecarmarthenshirepartnership.org.uk
CCC Corporate Strategy 2015-20	http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf
CCC Annual Report 2014/15 & Improvement Plan 2015/16	http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf
Departmental Business Plans 2015/16	Performance Management Unit, Regeneration & Policy Division
Performance Measurement Records	Performance Management Unit, Regeneration & Policy Division
Budget Monitoring Reports	Corporate Services Department