

# POLICY & RESOURCES SCRUTINY COMMITTEE

## 14<sup>th</sup> JULY 2016

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

**To be referred to the Executive Board for decision: NO**

#### Executive Board Member Portfolio Holders:

- Cllr. David Jenkins (Resources)
- Cllr. Pam Palmer (Communities)
- Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)

<b>Directorates:</b> Chief Executive's / Corporate Services  <b>Names of Heads of Service:</b> Paul R. Thomas	<b>Designations:</b>  Assistant Chief Executive (People Management & Performance)	<b>Tel Nos. / E-Mail Addresses:</b>  01267 246123 <a href="mailto:prthomas@sirgar.gov.uk">prthomas@sirgar.gov.uk</a>
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<b>Names of Heads of Service:</b>	<b>Designations:</b>	<b>Tel Nos. / E-Mail Addresses:</b>
Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224112 <a href="mailto:wswalters@carmarthenshire.gov.uk">wswalters@carmarthenshire.gov.uk</a>
Owen Bowen	Interim Head of Financial Services	01267 224886 <a href="mailto:obowen@carmarthenshire.gov.uk">obowen@carmarthenshire.gov.uk</a>
Noelwyn Daniel	Interim Head of ICT Services	01267 246270 <a href="mailto:ndaniel@sirgar.gov.uk">ndaniel@sirgar.gov.uk</a>
Jonathan Fearn	Head of Property Maintenance & Construction	01267 246244 <a href="mailto:jfearn@carmarthenshire.gov.uk">jfearn@carmarthenshire.gov.uk</a>
Linda Rees Jones	Head of Administration & Law	01267 224010 <a href="mailto:lrjones@carmarthenshire.gov.uk">lrjones@carmarthenshire.gov.uk</a>
Phil Sexton	Head of Audit, Risk & Procurement	01267 246217 <a href="mailto:psexton@carmarthenshire.gov.uk">psexton@carmarthenshire.gov.uk</a>
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## EXECUTIVE SUMMARY

# POLICY & RESOURCES SCRUTINY COMMITTEE

## 14<sup>th</sup> JULY 2016

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

The attached report provides the Committee with an overview of how the Chief Executive's and Corporate Services' Departments 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 – Please refer to Report D in the End of Year Corporate Performance Management Report for the Compliments and Complaints relating to the Chief Executive's and Corporate Services' Departments

**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:            Paul R. Thomas      Assistant Chief Executive (People Management & Performance)

                     Wendy Walters      Assistant Chief Executive (Regeneration & Policy)

                     Chris Moore            Director of Corporate Services

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 Measures are set to monitor the performance of services and targets set. If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

## 2. Legal

Performance Measures are set to monitor the performance of services and targets set. If the Council is to deliver its promises to citizens and stakeholders, then measures and actions that are underachieving need to be addressed.

## 5. Risk Management Issues

This report refers to all actions and measures in the 2015/16 Annual Report and 2016/17 Improvement Plan, potential risks addressed are:

- regulatory report recommendations
- comments on not meeting our own goals - actions and measures
- meeting statutory targets
- 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:

<b>Signed:</b>	<b>Paul R. Thomas</b>	<b>Assistant Chief Executive (People Management &amp; Performance)</b>
	<b>Wendy Walters</b>	<b>Assistant Chief Executive (Regeneration &amp; Policy)</b>
	<b>Chris Moore</b>	<b>Director of Corporate Services</b>

**1. Local Member(s) – N/A**

**2. Community / Town Council – 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
CCC Annual Report 2014/15 & Improvement Plan 2015/16	<a href="http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf">http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf</a>
Performance Measurement Records	Performance Management Unit, Regeneration & Policy Division
Departmental Business Plans 2015/16	Performance Management Unit, Regeneration & Policy Division
Carmarthenshire Integrated Community Strategy 2011-16	<a href="http://www.thecarmarthenshirepartnership.org.uk">www.thecarmarthenshirepartnership.org.uk</a>
CCC Corporate Strategy 2015-20	<a href="http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf">http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf</a>
Budget Monitoring Reports	Corporate Services Department