

COMMUNITY SCRUTINY COMMITTEE

20th JULY 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
- The approach to Measuring Performance (Housing Services – Communities Department)
- 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. Linda Evans (Housing)
- Cllr. Meryl Gravell (Regeneration & Leisure)
- Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)

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 224112 wswalters@cararthenshire.gov.uk
Ian Jones	Head of Leisure	01267 228309 ijones@cararthenshire.gov.uk
Llinos Quelch	Head of Planning	01267 228918 lquelch@cararthenshire.gov.uk
Robin Staines	Head of Housing & Public Protection	01267 228960 rstaines@cararthenshire.gov.uk
Report Authors: Anthony Maynard	Communities & Safeguarding Manager	01267 224039 amaynard@cararthenshire.gov.uk
Jonathan Davies	Senior Management Information Officer	01554 899308 jjdavies@cararthenshire.gov.uk

EXECUTIVE SUMMARY

COMMUNITY SCRUTINY COMMITTEE 20th JULY 2016

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

The attached report sets out the performance of the relevant Services' within the Committee's remit, for the 2015/16 financial year.

Members will be aware that the Communities Department has developed a new performance framework and Report B sets out the Department's position, progress in managing and improving performance in relation to its services that fall under this Committee's remit (Housing).

The attached report is structured in the following way:

1. Heads of Service Overview of Performance (Report A)
2. The Approach to Measuring Performance (Report B)
 - Supporting Independence
 - Keeping Safe
 - Improving Health & Wellbeing
 - Information, Advice and Signposting
 - Valuing the Workforce
3. Improvement Plan Monitoring - Actions & Performance Measures (Report C)
4. Compliments and Complaints (Report D)

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)
Ian Jones	Head of Leisure
Llinos Quelch	Head of Planning
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 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
- 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)
	Ian Jones	Head of Leisure
	Llinos Quelch	Head of Planning
	Robin Staines	Head of Housing & Public Protection

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	http://www.carmarthenshire.gov.wales/media/846036/Full_ARIP_Report_15-16.pdf
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	www.thecarmarthenshirepartnership.org.uk
CCC Corporate Strategy 2015-20	http://www.carmarthenshire.gov.wales/media/998105/corporate-strategy.pdf
Budget Monitoring Reports	Corporate Services Department