

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 12<sup>th</sup> NOVEMBER 2015

## Half-Yearly Performance Management Report – 1st April to 30th September 2015

### To consider and comment on the following issues:

That the Committee scrutinises the half-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
- Crime Statistics for Carmarthenshire

### 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 (Customer Focus & Policy / Council Business Manager / Community Safety / Social Justice / Crime & Disorder)

<b>Directorates:</b> Communities / Environment / Chief Executive's	<b>Designations:</b>	<b>Tel Nos. / E-Mail Addresses:</b>
<b>Names of Heads of Service:</b> Wendy Walters	Assistant Chief Executive (Regeneration & Policy)	01267 224898 <a href="mailto:wswalters@carmarthenshire.gov.uk">wswalters@carmarthenshire.gov.uk</a>
Mario Cresci	Head of Street-Scene	01267 224502 <a href="mailto:mcresci@carmarthenshire.gov.uk">mcresci@carmarthenshire.gov.uk</a>
Steve Pilliner	Head of Transport & Engineering	01267 228150 <a href="mailto:sgpilliner@carmarthenshire.gov.uk">sgpilliner@carmarthenshire.gov.uk</a>
Robin Staines	Head of Housing & Public Protection	01267 228960 <a href="mailto:rstaines@carmarthenshire.gov.uk">rstaines@carmarthenshire.gov.uk</a>
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## EXECUTIVE SUMMARY

# ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 12<sup>th</sup> NOVEMBER 2015

## Half-Yearly Performance Management Report – 1st April to 30th September 2015

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)
4. Crime Statistics for Carmarthenshire (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.

<b>Signed:</b>	<b>Wendy Walters</b>	<b>Assistant Chief Executive (Regeneration &amp; Policy)</b>
	<b>Mario Cresci</b>	<b>Head of Street-Scene</b>
	<b>Steve Pilliner</b>	<b>Head of Transport &amp; Engineering</b>
	<b>Robin Staines</b>	<b>Head of Housing &amp; Public Protection</b>

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

**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.

**3. Finance** – A significant sum of money is linked to the Outcome Agreement Grant. Receiving this funding in full is dependent on meeting the agreed Actions and Targets included in the Agreement.

**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:

- obtaining the £1.9m linked to the Outcome Agreement Grant
- addressing any 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:

<b>Signed:</b> Wendy Walters	Assistant Chief Executive (Regeneration & Policy)
Mario Cresci	Head of Street-Scene
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	<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>
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>
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