



Performance Items and Performance Forward Plan

SUMMARY

- 1.1 Following the constitutional changes implemented in March 2015 the Corporate Scrutiny and Governance Board took ownership for monitoring corporate performance. To support the delivery of improved outcomes, a performance forward plan was approved by the Board in June 2017.
- 1.3 This report allows for officers to present an update on performance information in relation to complaints and customer feedback.

RECOMMENDATIONS

- 2.1 To consider and agree the performance items identified for consideration by the Board as part of the Forward Plan for Performance as shown at Appendix 2 and make any amendments to the plan as agreed by the Board.
- 2.2 To examine the Council's current performance scorecard (see Appendix 2), discuss any performance issues arising and decide on any further action that should be taken to resolve them.

REASONS FOR RECOMMENDATIONS

- 3.1 To ensure robust performance monitoring and challenge, enabling the Corporate Scrutiny and Governance Board to take remedial or further investigative action supporting improvements in priority areas.
- 3.2 To allow the Board to discuss specific issues around performance and make relevant comments, recommendations and suggestions for future actions to resolve issues around performance.

SUPPORTING INFORMATION

- 4.1 To make sure Executive Scrutiny Board remains appropriately sighted on inspection and assessment demands, challenges, outcomes and implications a member of the Performance and Intelligence Team will attend the meeting to deliver a presentation on the latest position.

- 4.2 A member of the Performance and Intelligence Team will normally attend the meeting, supporting lead officers to deliver a presentation on the latest position and ensuring that the Executive Scrutiny Board is updated on performance, inspection and assessment demands, challenges, outcomes and implications.

OTHER OPTIONS CONSIDERED

- 5.1 None.

This report has been approved by the following officers:

| | |
|--|---|
| Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s) | Head of Performance and Intelligence |
| For more information contact: Background papers: List of appendices: | Clare Harrison 01332 643648 clare.harrison@derby.gov.uk or Heather Greenan 01332 643462 heather.greenan@derby.gov.uk None Appendix 1 – Implications Appendix 2 – Forward Plan for Performance 2017/18 |

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| IMPLICATIONS |
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Financial and Value for Money

- 1.1 None directly arising from this report.

Legal

- 2.1 None directly arising from this report.

Personnel

- 3.1 None directly arising from this report.

IT

- 4.1 None directly arising from this report.

Equalities Impact

- 5.1 Effective scrutiny benefits all Derby people and the very nature of the Board ensures that it looks in depth at equality in all its investigations.

Health and Safety

- 6.1 None directly arising from this report.

Environmental Sustainability

- 7.1 None directly arising from this report.

Property and Asset Management

- 8.1 None directly arising from this report.

Risk Management and Safeguarding

- 9.1 Performance monitoring, reporting and scrutiny allows the Council to manage risk by identifying potential issues at the earliest opportunity and put measures in place to mitigate these and improve performance.

Corporate objectives and priorities for change

- 10.1 Our aim is to work together towards achieving our partnership vision of Derby 2030: safe, strong and ambitious city. The Council's performance monitoring processes monitor the implementation of the Council Plan 2015-18 and the 8 priority outcomes which underpin our vision.

Executive Scrutiny Board - Forward Plan for Performance 2017/18

| Month/Date | Theme / Item | Format |
|------------------------------|--|-----------------------|
| Deferred to a future meeting | Corporate Peer Challenge – key findings | Presentation |
| Weds 18 October | Sickness Absence | Performance Surgery |
| November 2017 | Staff health and well-being (re-visited) | Presentation |
| | <i>Quarter 2 Performance Report including a mid-year review of the Council Delivery Plan and pledges</i> | <i>Cabinet Report</i> |
| December 2017 | Delivery of the Streetpride elements of the Neighbourhood Charter to enhance the street scene and living environment of the City (deadline Nov 2017) including SPPM 09g | Presentation |
| January 2018 | Supporting housing needs - new homes (including affordable homes), homelessness preventions and use of Bed and Breakfast | Presentation |
| February 2018 | Achieving independence for older people including; delayed transfers of care, rehabilitation / intermediate care and prevention activity (i.e. falls prevention, Health Housing Hub, local area coordination and Talking Points) | Presentation |
| | <i>Quarter 3 Performance Report</i> | <i>Cabinet Report</i> |
| March 2018 | Regeneration projects including impact on businesses and jobs in the city | Presentation |
| April 2018 | SIF a year on - progress with the Improvement Plan | Presentation |
| May 2018 / June 2018 | Corporate Governance and progress since the Corporate Peer Challenge | Presentation |
| | <i>Quarter 4 Performance Report</i> | <i>Cabinet Report</i> |
| | <i>Council Scorecard refresh</i> | <i>Cabinet Report</i> |