



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 March 2016, which would ensure performance items were central to the meetings. The performance forward plan was focused on indicators within the Council Scorecard 2016/17.
- 1.2 Following the refresh of the Council Delivery Plan 2017, inspection and assessment activity and refresh of the Council Scorecard for 2017/18, new and emerging performance priorities that should be considered by the Executive Scrutiny Board have been identified which have been included in a draft performance forward plan for 2017-18. The Board also previously requested a number of items to be brought back for further consideration of progress and impact which have been included in the plan. It is also proposed that, in order to make the plan more manageable, only one item will be considered at each meeting. The draft performance forward plan for 2017-18 is presented at **Appendix 2** for consideration and approval.
- 1.3 Members can identify items for discussion and review throughout the year and as such the proposed plan will be subject to regular review. In addition to the plan, if the Board identifies any new risks from the quarterly performance reports, these can be considered in detail through a Performance Surgery. These items will be in addition to any performance reports considered as part of 'business as usual' in the Cabinet papers.
- 1.4 Furthermore, this report allows for officers to present information relating to the Council Scorecard for 2017/18.

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 receive and consider information relating to the Council Scorecard for 2017/18 and agree any further amendments to the draft performance forward plan for 2017-18.

REASONS FOR RECOMMENDATIONS

- 3.1 To ensure robust performance monitoring and challenge, enabling the Executive Scrutiny 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 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.
- 4.2 **Impact of the performance forward plan**

At the end of March 2017, a short analysis on the impact of performance reviews through scrutiny meetings was completed as part of the 2016/17 end of year report to Council Cabinet. The Current performance profile and impact in relation to the performance forward plan items considered in 2016-17 can be seen in the table below.

Performance measure	Current performance profile and impact
New jobs created through Council Intervention	<ul style="list-style-type: none">- Year end target exceeded (classified as 'blue').- Direction of travel improved following review at Scrutiny.
Update on Homelessness	<ul style="list-style-type: none">- Year end targets not met due to continued demand (classified as 'red').- Reduction in the use of temporary accommodation following review at Scrutiny.- The rate of increase in homelessness acceptances has slowed and the outturn is below the position that was forecasted at the time of the review by Scrutiny.
Food safety / regulatory services	<ul style="list-style-type: none">- Year end target exceeded (classified as 'blue').- Direction of travel improved following review at Scrutiny.
Complaints and customer feedback	<ul style="list-style-type: none">- Target forecasted to be achieved based on provisional data.- The timeliness of updates has improved with more cases being promptly closed following review at Scrutiny.

Adult social care – residential admissions / safeguarding	<ul style="list-style-type: none"> - Five adult social care measures were considered; based on provisional data two measures have exceeded target (classified as 'blue'), one has met target ('green') and the final two have not met target (classified as 'amber' and 'red'). - AHH Local 2A2(ii) Adult (65 and over) Permanent admissions to residential and nursing care homes, per 100,000 population - result reported now below the position that was forecasted at the time of the review by Scrutiny reflecting an improvement. - AHH S5 Percentage of referrals needing further enquiries that have/will have a safety plan in place – target and previous forecasts have been exceeded.
Staff health and wellbeing	<ul style="list-style-type: none"> - Target has not been met for sickness absence. - Quarter 4 result reported is however slightly below the position that was forecasted at the time of the review by Scrutiny. - Performance Surgery will take place to review the impact of recent actions taken to support improved staff health and wellbeing.
New Homes	<ul style="list-style-type: none"> - Target not achieved.
Health and wellbeing	<ul style="list-style-type: none"> - Four measures considered in total and based on provisional data two have achieved target (classified as 'green').
Council Tax and Business Rate collection	<ul style="list-style-type: none"> - None of the associated performance measures were 'under performing' prior to discussion at Scrutiny and both have subsequently met target as forecasted.

In addition to the impact on results / outcomes, there have been other benefits from the regular review of priority performance issues...

- Recommendations have been made for further more detailed reviews via Performance Surgery's (i.e. sickness).
- There has been challenge on what difference has been made through elected member interventions (i.e. CYP Performance Surgeries).
- Elected members have gained a valuable insight into performance and any associated policy issues and have been able to make recommendations on actions they can take (i.e. Adult Social Care and Deprivation of Liberty (DOLS)).
- Recommendations by members have directly impacted on performance outcomes or future priorities (i.e. food safety where additional capacity was endorsed and homelessness where there was an agreement that a target within this area does not add value).

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
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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

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	Theme / Item	Format
June 2017	Council Scorecard 2017/18	Report
July 2017	GOVPM01 - DBS renewal programme achievement	Presentation
September 2017	Corporate Peer Challenge – key findings	Presentation
	<i>Quarter 1 Performance Report</i>	<i>Cabinet Report</i>
October 2017	Complaints (re-visited)	Presentation
	<i>Annual Report 2017</i>	<i>Cabinet Report</i>
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

Month	Theme / Item	Format
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>