



**REPORT of
DIRECTOR OF STRATEGY, PERFORMANCE AND GOVERNANCE**

to
**OVERVIEW AND SCRUTINY COMMITTEE
28 AUGUST 2019**

REVIEW OF PERFORMANCE - QUARTER 1 2019/20

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to supply Members with details of performance for quarter one 2019/20.
- 1.2 Members should challenge performance or allocation of resources where the Committee feels that the Council's corporate goals have not or may not be achieved.
- 1.3 Where performance or progress is behind schedule or at risk, the reasons why need to be fully understood and decisions taken on what, if any, action is required to bring performance back on track.
- 1.4 All of the performance information contained within this report is recorded on the Council's Performance and Risk Management system (TEN) to which all Members have access.

2. RECOMMENDATIONS

- (i) Members review the information as set out in this report and **APPENDIX 1** and their views and comments are sought.
- (ii) That Members review and/or scrutinise decisions made by, and the performance of, both Committees and Council Officers.
- (iii) That Members challenge performance or allocation of resources where the Committee feels that the Council's corporate goals may not be achieved.
- (iv) That Members question Members and Officers on decisions and performance, relating to comparisons with service plans and targets, or in respect of particular decisions, initiatives or projects.
- (v) That Members make recommendations to the Directors, the appropriate Committee and/or Council arising from the outcome of the scrutiny process.

3. SUMMARY OF KEY ISSUES

- 3.1 Council approved the Corporate Plan 2019-23 at its meeting on 14 February 2019. The new Corporate Plan has moved from an activity-based focus and adopted an impact and outcome focussed approach, where long and medium term consequences the Council is striving to secure are outlined at the highest level.
- 3.2 Three strategic themes have been identified – Place, Community and Prosperity - and following approval of the Corporate Plan, thematic strategies are being drafted for each theme which will be submitted to Council in August for adoption.
- 3.3 Following agreement of the strategies, the key activities and priority measures to be monitored at a corporate level are being determined, together with the format for reporting. It is anticipated that the new performance reporting arrangements will be introduced from Quarter 2 2019/20 which will coincide with the implementation of Phase 2 of the Future Model and the new Committee structure.
- 3.4 In the meantime, for Q1 2019/20 the existing 2018/19/key corporate activities and performance indicators/measures and targets are reported in the existing format.
- 3.5 **APPENDIX 1** to this report shows the status of all KCAs and service priorities, but additional comments are only provided for those activities and indicators/measures that were behind schedule, at risk or not on target to facilitate the effective scrutiny of performance.

4. IMPACT ON STRATEGIC THEMES

- 4.1 The purpose of this report is to supply Members with details of performance and to ensure that progress is being achieved towards the overall outcomes outlined in the Corporate Plan 2019-23.
- 4.2 To ensure that Maldon District Council progresses towards or achieves its stated outcomes, it is important that performance is monitored and managed effectively against targets and milestones.
- 4.4 As the Council is accountable to the community, it is also important that it is able to demonstrate it is monitoring and managing performance effectively.

5. IMPLICATIONS

- (i) **Impact on Customers** – Performance Management is about agreeing and achieving objectives and priorities, monitoring our performance against agreed targets and timescales, identifying opportunities for improvement, making necessary changes and ultimately delivering quality public services.
- (ii) **Impact on Equalities** – The Council aims to understand the needs of our staff and customers and making sure that our policies and services are designed to meet these needs and are implemented appropriately.

MDC is committed to providing equal opportunity of access to services and working towards developing communities that are free from discrimination.

Effective performance management will assist the Council in determining whether it is achieving this.

- (iii) **Impact on Risk** – If performance is not managed effectively by the Council at both Committee and management level, there is a risk that the Council will not achieve its stated priorities and objectives.
- (iv) **Impact on Resources (financial and human)** – If action is needed to bring key activities or indicators back on track to meet the targets set, a reallocation of resources may be required to ensure that objectives and priorities are achieved.
- (v) **Impact on the Environment** – None.

Background Papers:

None.

Enquiries to:

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