



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

to
**PERFORMANCE, GOVERNANCE & AUDIT COMMITTEE
27 FEBRUARY 2019**

QUARTERLY REVIEW OF CORPORATE PERFORMANCE (Q3)

1. PURPOSE OF THE REPORT

- 1.1 The Corporate Performance framework requires this committee to undertake a quarterly review of the Thematic Strategy's performance, as assurance that performance is being managed effectively to achieve the Corporate outcomes, and where necessary make consensus suggestion of improvement. **APPENDIX 1** of this report provides the first view of performance as of the end of Quarter 3 (31 December 2019).
- 1.2 Online versions are available to view on the Members SharePoint site using the following link: [Corporate Performance Report](#)

2. RECOMMENDATIONS

- (i) Members review the information as set out in this report and **APPENDIX 1** with priority focus given to the Strategic Outcome level performance.
- (ii) Members are assured through this review that corporate performance is being managed effectively.
- (iii) Members challenge the performance where the Committee feels that the Council's corporate goals may not be achieved.
- (iv) Members question Members and Officers on decisions and performance, relating to comparisons with the Corporate Plan outcomes or in respect of decisions, initiatives or projects.

3. SUMMARY OF KEY ISSUES

- 3.1 Following the agreement of the strategies; key activities and priority measures to be monitored at a corporate level have been determined. A small number of measures are still under development and are shown as placeholders in Q3 report for illustration purposes only. All data will be incorporated into subsequent reporting cycles.
- 3.2 Where concerns have been raised to affect a Corporate Outcome, these will be highlighted below to focus member review by exception. These are shown in the

Community, Place and Prosperity Strategic Performance titled pages in **APPENDIX 1**

- 3.2.1 Community: No concerns raised, work continues towards achieving progress for all outcomes.
- 3.2.2 Place: Concerns raised for Outcome 'Our open spaces maintained for the enjoyment of all' (C), due to both indicators not being on track this has triggered officer review and escalation to CLT. Corrective actions are in progress.
- 3.2.3 Prosperity: No initial concerns raised as work is progressing, however acknowledgement has been made to the data gaps, and potential for certain indicators to be reviewed in readiness for the new financial year.
- 3.3 Where supporting measures have been rated as 'at risk' or 'under review', but do not affect the direction or delivery of the Strategic outcome, officers have been triggered to ensure corrective action taken.
- 3.4 Within **APPENDIX 1**, the additional data and measures sitting behind the outcome to show how it is being measured is also available should members require further background.

4. CONCLUSION

- 4.1 Some measures for the corporate outcomes are in development for reporting performance but will be available in Q4 report.
- 4.2 Based on the indicators available, officers will be focusing resource on delivery against the targets
- 4.3 The majority of the reported performance measures are illustrating a positive direction of travel. Where hindrances and data gaps are being experienced, solutions are being sought with officers to enable work to progress.

5. IMPACT ON STRATEGIC THEMES

- 5.1 It is important that performance is monitored and managed effectively, to ensure that Maldon District Council progresses towards &/ achieves its stated outcomes.

6. IMPLICATIONS

- (i) **Impact on Customers** – Performance management covers the monitoring of strategic objectives. The strategic plan focuses on delivery for our customers.
- (ii) **Impact on Equalities** – None
- (iii) **Impact on Risk** – If performance is not managed effectively by the Council, it puts the Council's strategic delivery at risk and increases unnecessary exposure to potential, operational, reputational or regulatory consequences.

- (iv) **Impact on Resources (financial)** – All performance management is undertaken within existing planned budget. Exceptions being for a potential enactment of a recommendation outside of pre-defined resource.
- (v) **Impact on Resources (human)** – All performance management is undertaken within existing planned budget. Exceptions being for a potential enactment of a recommendation outside of pre-defined resource.
- (vi) **Impact on the Environment** – None
- (vii) **Impact on Strengthening Communities** - None

Background Papers: None

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