



## **REPORT of CHIEF EXECUTIVE**

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**to  
OVERVIEW AND SCRUTINY COMMITTEE  
8 FEBRUARY 2017**

### **REVIEW OF PERFORMANCE - QUARTER THREE 2016 / 17**

#### **1. PURPOSE OF THE REPORT**

- 1.1 The purpose of this report is to supply Members with details of performance against targets set for 2016 / 17 and to ensure that progress is being achieved towards the overall corporate goals and the outcomes detailed in the Corporate Plan 2015 - 19 adopted by Council in February 2015 and updated in February 2016 (Minute No. 878 refers).
- 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 Support to the Examination in Public and emergency planning commitments meant that the quarterly performance and risk clinics scheduled for January did not go ahead. However, the performance and risk information provided for each Directorate has been reviewed by the Directors and their senior managers to ensure that progress is being achieved towards the corporate goals and outcomes. The full quarterly performance pack produced for each Directorate will be placed in the Members' Room and copies emailed to all Members following the review of performance by this Committee.
- 1.5 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) that Members' views, comments and questions on the information as set out in this report and **APPENDIX 1** 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 Chief Executive, Directors, the appropriate Committee and/or Council arising from the outcome of the scrutiny process.

### **3. SUMMARY OF KEY ISSUES**

- 3.1 The responsibilities of the Overview and Scrutiny Committee include:
- To review and/or scrutinise decisions made by, and the performance of, both Committees and Council Officers;
  - To 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;
  - To make recommendations to the Chief Executive, Directors, the appropriate Committee and/or Council arising from the outcome of the scrutiny process.
- 3.2 As agreed by this Committee the format of the performance reports are on an "exception" basis i.e. only those activities and indicators/measures that are behind schedule, at risk or not on target will be detailed in **APPENDIX 1** to this report to facilitate the effective scrutiny of performance.

### **4. IMPACT ON CORPORATE GOALS**

- 4.1 The Council stated its corporate goals and desired outcomes in the Corporate Plan for 2015 - 19.
- 4.2 In turn, the Services agreed actions (Key Corporate Activities) that they would take forward in 2016 / 17 to contribute to the achievement of these outcomes. Performance indicators and measures were also established to monitor the impact of these actions and to provide evidence of achievements.
- 4.3 To ensure that Maldon District Council (MDC) progresses towards or achieves the goals and outcomes stated in the Corporate Plan, 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 outcomes.
- (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:

Fiona Marshall, Chief Executive, (Tel: 01621 875711) or  
Julia Bawden, Performance and Risk Officer, (Tel: 01621 876223).