



REPORT of DIRECTOR OF RESOURCES

**to
FINANCE AND CORPORATE SERVICES COMMITTEE
14 JUNE 2017**

2016 / 17 REVIEW OF PERFORMANCE

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 corporate goals and the objectives detailed in the Corporate Plan 2015-19 adopted by Council in February 2015 (Minute No. 828 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 Quarterly reviews of performance are undertaken by the Overview and Scrutiny Committee and the position as at the year-end will be reviewed at the meeting on 21 June. An annual performance report will also be submitted to the Council on 13 July.
- 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. RECOMMENDATION

Members' views, comments and questions on the information as set out in this report and **APPENDIX 1** are sought.

3. SUMMARY OF KEY ISSUES

- 3.1 The format of the performance reports to this Committee are on an "exception" basis i.e. only those activities and indicators that are behind schedule, at risk or not on target will be included. This will ensure the focus is on those areas requiring attention and assisting Members to challenge performance or allocation of resources where the Council's corporate goals may not be achieved.

3.2 **APPENDIX 1** to this report details for each of the corporate goals:

- The key corporate activities which are assessed as being “behind schedule” or “at risk of not being achieved”
- Indicators which have not achieved the end of year target.

The activities/indicators aligned with this Committee have been marked ➡ to provide easy identification by Members.

3.3 As Members are aware from the Committee Chairman’s “Good news announcements” at previous meetings, successes and achievements during the year include:

- Development and implementation of the new staff Performance Review System.
- The Core element of the HR Information System has been fully implemented on which all key workforce data has been recorded enabling more efficient day-to-day operational working within the HR team. In addition, it provides statistical analysis and reports.
- The automated telephone payment system has been successfully implemented allowing customers to pay by telephone 24/7. Targets for moving existing Council Tax telephone payers to the automated system continue to be exceeded with 94% of all telephone payments since live date being made using the automated facility.
- Self-service PCs and public access Wi-Fi has been installed in the Council Offices’ Reception. This enables customers to use their own devices as well as allowing the Council to offer a much wider range of services on the self-service computers.
- The Reception area redesign has been completed to incorporate the Sense of Place branding.
- Legal and Democratic Services continued their support to the Maldon District Council work experience programme, which has been a very popular choice with students. The Service has agreed placements for the summer holidays and previous work experience students have voiced their desire to return again for further time with the teams.
- The Council Tax collection rate for 2016 / 17 has been maintained at 98.3% and remains only 0.1% below the collection rates achieved in 2012 / 13, before the Local Council Tax Support scheme was implemented. This has been achieved in a year when residents have been impacted by further welfare reforms.

3.4 **Complaints and Compliments Received**

3.4.1 14 complaints and 12 compliments about services that report to this Committee were received by the Council between 1 April 2016 and 31 March 2017:

Service Area	Total complaints 2015/16	Total complaints 2016/17	Total compliments 2015/16	Total compliments 2016/17
Legal and Democratic Services	8	3	0	0
IT Services	0	1	0	0
Facilities	0	0	1	1
Revenues and Benefits	14	10	5	5
Director of Resources	0	0	0	1
People, Performance and Policy	0	0	0	5
Total	22	14	6	12

- 3.4.2 All complaints received are investigated and action taken to improve service delivery where learnings are identified.

4. CONCLUSION

- 4.1 Good progress has been made on a number of activities and successes achieved which will contribute to the Council's corporate goals and objectives. However, there are key corporate activities at risk or behind schedule and performance indicators which failed to achieve the end of year target.

5. IMPACT ON CORPORATE GOALS

- 5.1 The Council stated its corporate goals and objectives in the Corporate Plan for 2015-19.
- 5.2 In turn, the services agreed actions (Key Corporate Activities) that they would take forward in 2016 / 17 to contribute to the achievement of these objectives. Performance indicators and measures were established to monitor the impact of these actions and to provide evidence of achievements.
- 5.3 To ensure that Maldon District Council (MDC) progresses towards or achieves the goals stated in the Corporate Plan, it is important that performance is monitored and managed against targets and milestones.
- 5.4 It is also important as the Council is accountable to the community that it is able to demonstrate it is monitoring and managing performance effectively.

6. 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** – For the Council “Equalities” means understanding our staff and customers and making sure that our policies and services are designed to meet their needs and implemented appropriately.

MDC is committed to providing equal opportunity of access to services, and level of service provided, and developing communities that are free from discrimination.

- (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.

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