
TITLE: PERFORMANCE MANAGEMENT – QUARTERS 1& 2 PERFORMANCE UPDATES

To: Regulatory and Support Services Committee

Date: 29th February 2016

From: Hetty Thornton (Performance Management Officer & Programme Manager)

[Q206]

1.0 Issue

1.1 To inform Regulatory and Support Services Committee of the progress made against the Council's Corporate Priorities, including the Corporate Plan, in the first two quarters of 2015/2016.

2.0 Recommendations

2.1 Regulatory and Support Services Committee are asked to note the progress made against the priorities of the Council including areas where the service has been under achieving and where outstanding performance was delivered in the following services;

- Housing Options Services
- Planning Services
- Waste Services
- Customer Services
- ICT Services
- Legal Services
- Human Resources (the summary of performance will be reported on in this document)

2.2 To note the emerging issues and challenges moving forward.

3.0 Background

3.1 To ensure that the priorities of the Council are being met effectively and monitored closely, it was agreed that all services would provide a report to Members half way through the performance management cycle and then subsequently at the end of the reporting period.

3.2 To provide consistency of approach, the six month reporting template will remain the same as last years'.

3.3 Where a service has significantly over and underperformed, these will be highlighted clearly in the reports.

3.4 Any key emerging issues within this reporting period and areas for focus in the forthcoming six months will be stated in order to help mitigate against failing to meet our Corporate Priorities.

3.5 In order to help with the delivery of outcomes and to continue to build upon our joint working arrangements across our services there are a number of outcomes which are being delivered in partnership. This can be demonstrated between Customer

Services and ICT Services where both teams have been working in partnership on the Transformation Programme, providing guidance and technical knowledge to help develop specific projects.

- 3.6 Due to recent restructure within the Human Resources Service, their Service Delivery Plan did not get agreed by Regulatory and Support Services Committee until December 2015. As many of the outcomes are to be reported at the end of the performance management year, it has been agreed that the six month update (on this occasion) will not be provided in the same format as the other reports. In this instance it is detailed below:

Target; Review and update all HR policies to reflect the new staffing arrangements by March 2013.

- **Outcome;** The Service has developed new guidance on Family Friendly Working to meet changes in legislation around shared parental leave and adoption leave. Consultation has been undertaken with CMT, Service Leads and Unison prior to implementation.

Target; Update the Council's Single Equality Scheme for 2016 -2020 by January 2016.

- **Outcome;** The Council's Single Equality Scheme has been updated for the period 2016-2020. These outcomes are in advance of the original timescale of January 2016 as set out in the Service Delivery Plan.

Target; Lead the corporate performance management and appraisal agenda, and prepare for the introduction of Performance Related Increments (PRIs) by March 2016:-

- **Outcome:** 93% of SMART performance indicators have been completed and returned to Human Resources to support the rollout of the new performance management scheme and introduction of performance related increments. Appraisal training is currently being arranged.

Target; Roll-out Project Management training for all staff by December 2015.

- **Outcome:** Project Management training has been held for all staff and Members who asked to attend.

Emerging work for the next 6 months;

- *Work is currently underway to review the Council's pay arrangements where ECDC is being benchmarked against other local authorities to ensure our reward scheme is fair and cost effective. An equal pay report and pay policy statement will be presented to Committee imminently.*
- *Work is underway to draw up a project plan which will help the pay and grading review to transition to the Green Book Job Evaluation Scheme.*

4.0 Summary of progress made within the 7 aforementioned service areas for quarters 1 & 2 against our Corporate Plan 2015-2019;

- With the support of the “It pays to recycle in East Cambridgeshire” campaign, waste recycling rates have improved. The Council has also achieved the 3rd most improved English Council for recycling for the last 2 years and came 26th for their performance out of 320 Councils responsible for recycling waste collections (this was achieved in 2014/2015 but still within this reporting period).
- Under the Corporate Plan priority “A customer driven efficient Council with a “can do” attitude and pro business approach”, Customer Services has developed on-line self service forms for customers to provide them with ways by which they can report key issues including; dog fouling, fly tipping etc and pay their Council Tax and parking fines and find planning applications.
- Legal Services have been offering legal support to a number of key projects within the Corporate Plan including; the development of the Local Authority Trading Company, Section 106 agreements on land for Community Land Trusts, the leisure centre and cinema and provide guidance on the proposed railway station at Littleport.
- To ensure that Planning Services meet customer needs and is customer driven, the team have been through a service review. This has led to a more streamlined and focussed approach to ensure that “appropriate developments with better infrastructure” is provided within our district, and the service carries out planning work with a “can-do attitude”. In addition, Planning Services have also worked with applicants to progress applications for Community Land Trust developments within the district, the cinema and leisure centre and the North Ely development in a timely and effective manner.

5.0 Argument and Conclusions

- 5.1 Monitoring performance enables the Council to highlight key outcomes against the main priorities. It provides an opportunity to identify under and over performance and forward plan effectively.

6.0 Financial Implications

- 6.1 There are no financial implications other than officer time attributed to this report and assessing the Service Delivery Plans.

7.0 Equality Impact Assessment

- 7.1 All Service Delivery Plans, where there are direct impacts on equality and diversity will have corresponding equality impact assessments against them.

8.0 Appendices

Appendix A- Housing Options Services.

Appendix B- Planning Services.

Appendix C- Waste Services.

Appendix D- Customer Services.

Appendix E- ICT Services.

Appendix F- Legal Services.

Background documents- None

Contact officer

Hetty Thornton

Performance Management Officer and Programme Manager- Transformation Programme.

(01353) 616233

Email- hetty.thornton@eastcambs.gov.uk