



**CABINET: 13 JUNE 2017**

**CORPORATE & ENVIRONMENTAL  
OVERVIEW & SCRUTINY  
COMMITTEE:  
13 JULY 2017**

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**Report of: Borough Transformation Manager and Deputy Director of Housing & Inclusion**

**Relevant Portfolio Holder: Councillor I Moran**

**Contact for further information: Ms A Grimes (Extn. 5409)  
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**SUBJECT: QUARTERLY PERFORMANCE INDICATORS (Q4 2016/17)**

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Wards affected: Borough wide

## **1.0 PURPOSE OF THE REPORT**

- 1.1 To present performance monitoring data for the quarter ended 31 March 2017.

## **2.0 RECOMMENDATIONS TO CABINET**

- 2.1 That the Council's performance against the indicator set for the quarter ended 31 March 2017 be noted.
- 2.2 That the call-in procedure is not appropriate for this item as the report will be submitted to the meeting of the Corporate & Environmental Overview & Scrutiny Committee on 13 July 2017.

## **3.0 RECOMMENDATIONS TO CORPORATE & ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE**

- 3.1 That the Council's performance against the indicator set for the quarter ended 31 March 2017 be noted.
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## **4.0 CURRENT POSITION**

- 4.1 Members are referred to Appendix A of this report detailing the quarterly performance data for key performance indicators. The performance information aims to help demonstrate performance against the corporate priorities as well as providing some service-specific information.
- 4.2 32 data items are reported quarterly, two of these are data only. Of the 30 Pls with targets reported:
- 23 indicators met or exceeded target
  - 3 indicators narrowly missed target; 2 were 5% or more off target
  - 2 indicators items have data unavailable at the time of the report (*NI 191 Residual household waste ; NI 192 Percentage of household waste*)

As a general comparison, Q4 performance in 2016/17 gave 15 (from 32) indicators on or above target (to enable a comparison these figures do not include outturn information for NI195c and NI195d as these indicators are no longer monitored quarterly for 16/17).

- 4.3 Performance plans prepared by service managers are already in place for those indicators where performance falls short of the target by 5% or more for this quarter, if such plans are able to influence outturn and will be relevant for future monitoring purposes.
- 4.4 These plans provide the narrative behind the outturn and are provided in Appendix B1. Where performance is below target for consecutive quarters, plans are revised only as required, as it is reasonable to assume that some remedial actions will take time to make an impact. Progress on actions from previous Performance Plans are provided in Appendix C.
- 4.5 For those Pls that have flagged up as 'amber' (indicated as a triangle), an assessment has been made at head of service level based on the reasons for the underperformance and balancing the benefits of implementing an performance plan versus resource implications. This is indicated in the table.
- 4.6 Although the purpose of this report is to comment on quarterly information, where available, a brief reference on draft annual performance is also given in Appendix A.
- 4.7 Performance against the full corporate suite of indicators 2016/17 will be reported within the Council Plan Annual Report. This suite of indicators was agreed by Cabinet in March 2016. Targets for 2017/18 were agreed through Cabinet in March 2017 and in consultation with the Leader following consideration of comments from the Executive Overview and Scrutiny Committee. These future targets will be reported alongside the 2016/17 annual performance data.

## **5.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY**

- 5.1 The information set out in this report aims to help the Council improve service performance and is consistent with the Sustainable Community Strategy aim of providing good quality services that are easily accessible to all.

## **6.0 FINANCIAL AND RESOURCE IMPLICATIONS**

6.1 There are no direct financial or resource implications arising from this report.

## **7.0 RISK ASSESSMENT**

7.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers as a result of this report. Monitoring and managing performance information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

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### **Background Documents**

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

### **Equality Impact Assessment**

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

### **Appendices**

Appendix A – Quarterly Performance Indicators for Q4 January-March 2016/17

Appendix B1 – R1 % of Council Tax collected

Appendix C – Actions from Previous Performance Plans

Appendix D – Minute of Cabinet to follow (Corporate and Environmental Overview & Scrutiny Committee)