

**Cabinet Committee for Performance Improvement**  
Meeting to be held on 4 October 2013

Electoral Division affected: All
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**Quarterly Corporate Performance Monitoring and Improvement –  
Quarter 1 2013/14 Report**  
(Appendix 'A' refers)

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**Executive Summary**

Corporate Performance Monitoring for quarter 1 2013/14 (April 2013 – June 2013) details that 85% of the total number of Directorate Key Performance Indicators reported across each of their quarter 1 Quality of Service Reports are performing well and/or are on track to meet targets.

Monitoring also reveals the need for 2 indicators to be highlighted to the committee for further information, explanation and examination. These indicators are:

- Debtor payments - Average days taken to receive payments
- Number of Carers receiving assessments & reviews

A Recovery Plan is provided at Appendix A for the 'Debtor Payments' measure and an update/progress report is at Item 5 – Improving Support for Carers which relates to the 'Number of Carers receiving assessments and reviews measure' (as performance against this indicator has been subject to several previous recovery plans and reports to this committee).

**Recommendation**

The Cabinet Committee on Performance Improvement are asked to:

- (i) Comment on the reported performance for quarter 1, and;
- (ii) Review, comment and advise on the Recovery Plan provided at Appendix 'A'.

**Background and Advice**

Corporate performance has previously been reported against a suite of measure which best represents and monitor the County Council's delivery of the objectives and priorities in our Corporate Strategy – known as the corporate scorecard.

The previous corporate strategy had a timescale up to April 2013 and although a new 'Strategic Direction' document was recently endorsed and agreed at Cabinet (meeting of 5 September 2013) additional details in relation to specific performance measures have yet to be detailed and are currently being developed.

However in continuing to undertake regular corporate monitoring of performance across the authority as a whole, and produce quarterly reports and analysis of corporate performance, other arrangements have been implemented.

Each directorate now produces a quarterly Quality of Service report which gives an overview of performance against agreed headings and parameters. In addition to monitoring and providing progress updates against budgets, projects and other future developments, each directorate Quality of Service report gives details of performance against the directorate's Key Performance Indicators for that quarter. This amalgamated suite of indicators for quarter 1 has been used to provide a corporate - overview of - performance report.

Monitoring across these quarter 1 indicators reveals 85% are performing well and/or are on track to meet targets and 2 indicators are highlighted to the committee for further examination. These 2 indicators being:

- Debtor payments - Average days taken to receive payments
- Number of Carers receiving assessments & reviews

A Recovery Plan is provided at Appendix A for the 'Debtor Payments' measure and an update/progress report is at Item 5 – Improving Support for Carers which relates to the 'Number of Carers receiving assessments and reviews measure' (as performance against this indicator has been subject to several previous recovery plans and reports to this committee).

## **Consultations**

Both members of the Performance Working Group and of Management Team(s) have previously received the information in this report.

## **Implications:**

This item has the following implications, as indicated:

## **Risk management**

No significant risks have been identified in relation to the proposals contained within this report.

**Local Government (Access to Information) Act 1985  
List of Background Papers**

Paper	Date	Contact/Directorate/Tel
Report to the Cabinet Committee on Performance Improvement – 'Quarterly Corporate Performance Monitoring Report - Corporate Scorecard	14 June 2013	Michael Walder, Corporate Policy & Performance Team, 01772 533637
Report to the Cabinet Committee on Performance Improvement – 'Quarterly Corporate Performance Monitoring Report - Corporate Scorecard	26 February 2013	Michael Walder, Corporate Policy & Performance Team, 01772 533637.
Report to the Cabinet Committee on Performance Improvement – 'Quarterly Corporate Performance Monitoring Report - Corporate Scorecard	22 November 2012	Michael Walder, Corporate Policy & Performance Team, 01772 533637.
Report to the Cabinet Committee on Performance Improvement – 'Quarterly Corporate Performance Monitoring Report - Corporate Scorecard'	30 August 2012	Michael Walder, Corporate Policy & Performance Team, 01772 533637.

Reason for inclusion in Part II, if appropriate

N/A