

## **Cabinet Committee on Performance Improvement**

Meeting to be held on 28 November 2013

### **Report of the Chief Executive**

Electoral Division affected:

All

### **Quarterly Corporate Performance Monitoring and Improvement – Quarter 2 2013/14 Report**

(Appendix 'A' refers)

Contact for further information:

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#### **Executive Summary**

Corporate Performance Monitoring for quarter 2 2013/14 (July 2013 – September 2013) details that 88% of the total number of Directorate Key Performance Indicators reported across each of their quarter 2 Quality of Service Reports are performing relatively well and are improving/making progress.

Monitoring also reveals the need for 2 areas of work/performance to be highlighted to the committee for further information, explanation and examination. These performance areas are:

- The uptake of NHS Health Checks programme
- The demand for children's social care

Further information regarding current performance and actions being taken to address the issues identified in these areas is provided at Appendix A. In addition a brief presentation will be made to the committee in relation to the demand for children's social care.

#### **Recommendation**

The Cabinet Committee on Performance Improvement are asked to comment on the reported performance for quarter 2, and review, comment and advise on the information and actions detailed 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 2 has been used to provide a corporate - overview of - performance report.

Monitoring across these quarter 2 indicators reveals 88% are performing relatively well and are on track/making progress to meet targets and/or improving. However 2 performance areas are highlighted to the committee for further examination. These 2 areas are:

- The uptake of NHS Health Checks programme – further details regarding current performance, the associated issues and subsequent actions being taken is detailed at Appendix A.
- The demand for children's social care – this area is frequently and stringently monitored, reported and managed by a number of performance indicators and in addition to the information detailed at Appendix A, a brief presentation will be made to the committee regarding current demand and performance levels along with the associated issues and subsequent actions being taken.

## **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 - Quarter 1 2013/14 Report	4 October 2013	Michael Walder, Corporate Policy & Performance Team, 01772 533637
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

Reason for inclusion in Part II, if appropriate

N/A