

Open Report on behalf of Richard Wills, Executive Director for Environment and Economy

Report to:	Environmental Scrutiny Committee
Date:	4 September 2015
Subject:	Council Business Plan 2015 - 2016 Performance Report, Quarter One

Summary:

To present Q1 data in a new style performance report against the Council Business Plan.

Actions Required:

The Committee is invited to review, scrutinise and comment on Quarter 1 performance.

1. Background

Council Business Plan 2015/2016

In October 2014, Corporate Management Board supported a new Performance Management Framework for the Council which included a proposal to use infographics for performance reporting against the Council Business Plan. The Council Business Plan 2015/16 was approved by Council in February 2015 and has been organised around the 17 commissioning strategies. Appendix A lists the measures in the Council Business Plan that are within the remit of this scrutiny committee.

New style performance reporting

The Council Business Plan 2015/2016 was developed as a simple, easy to read document with a view to using infographics to 'bring the plan to life' as part of a new style performance report. During July feedback was received on proposals for infographics from Corporate Management Board, Informal Executive and a workshop for Elected Members. This feedback has informed the infographics used to display Q1. The infographics are designed to aid effective review and scrutiny of performance and inform decision making.

Feedback from Elected Members on a new style of performance reporting

Feedback has been positive. Members at the workshop specifically liked that:-

- The infographics show trends in performance;
- What is and is not being achieved is identified easily;
- The infographics provide a better balance with the big picture and detail between the commissioning strategies, targets and how we have performed.

Quarter One

The purpose of reporting Q1 data, where it is available, to scrutiny committee is to allow committee to review and scrutinise performance using infographics. The aim is for all of the information in the infographics to be self-explanatory so that whatever is presented to committee should not need explaining. This way of reporting is new and still in development so please do bear this in mind when reviewing and scrutinising Q1 performance.

Performance for Environmental Scrutiny Committee

Performance is detailed in Appendix B and a presentation will be provided at the meeting to aid discussion of performance. One commissioning strategy sits within the remit of this committee: Protecting and sustaining the environment.

Further information to improve the infographics

In order to further improve the infographics the Commissioning Lead will provide information in Q2 about the:-

- Rationale for the target, target range, benchmarking and historical data for the waste measures;
- Historical data for flood incidents.

Benchmarking

Benchmarking data allows comparisons to be made with other councils. As benchmarking uses published data, historical data is used to show comparisons of performance with others.

We will work with the sustainability team to present benchmarking data in Q2 for Lincolnshire CO2 reductions and identify with the Environmental Services team what, if any, benchmarking data is available for the waste measures.

Web based reporting and paper reports

Although ideally we would want to reduce the amount of paper used to present performance information and encourage Elected Members to use technology to view the infographics we have produced paper based reports for Q1 as we develop web based technology to present performance information.

Customer Satisfaction Information

Appendix C provides a breakdown of the Q1 customer satisfaction information for the services which come under the remit of this Committee.

2. Conclusion

Q1 performance for the commissioning strategy within the remit of this Committee has been presented in a new style performance report with the aim to assist effective review and scrutiny of performance.

3. Consultation

a) Policy Proofing Actions Required

n/a

4. Appendices

These are listed below and attached at the back of the report	
Appendix 1	Business Plan measures within the remit of the Committee
Appendix 2	Q1 Performance
Appendix 3	Q1 Customer Satisfaction Information

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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