

# Resources and Performance Select Committee



*11 July 2019*

## Quarterly Performance Report (Q4 2018/19)

### Purpose of report:

To invite the Select Committee's comments and suggestions in respect of the Q4 Performance Report 2018/19, regarding the format and nature of the presentation of the information, as well as any of the indicators and/or measures reported.

### Background

1. As part of the Performance Management and Insight Transformation project, the Council's performance management arrangements have been refreshed and enhanced. A key part of this is the development of a new and comprehensive Quarterly Performance Report to provide an overview of the Council's performance, to track progress and identify areas for celebration or remedial action to ensure focus on achieving objectives.
2. A new approach and format, which includes 8 'Performance Lenses' are intended to give a richer picture beyond just reporting service performance indicators. This uniquely draws together multiple dimensions of performance so that relationships, interdependencies and disjunctions between them can be assessed. The lenses are: service delivery, our people, our customers, risk, finance, transformation, the Target Operating Model and areas where rapid service improvement is required.
3. Future reports will be refined further to incorporate measures to assess progress against the outcomes in the Organisation Strategy 2019-23.
4. To ensure robust governance of performance the Quarterly Performance Report is being shared with the Resources and Performance Select Committee in line with the recent review of scrutiny functions.

### Summary

5. The attached report summarises the Council's performance for Q4 2018/19 covering: service delivery, our people, our customers, risk, finance, transformation, the Target Operating Model and areas where rapid service improvement is required.

### Recommendations

6. For the Resources and Performance Select Committee to:
  - I. Discuss, comment on and make suggestions in respect of the Council's Q4 2018/19 performance report,

- II. advise on any areas where follow up is required and/or where particular matters should be referred to other Select Committees for further investigation.

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