REPORT TO: **POLICY AND RESOURCES COMMITTEE ON 20 JANUARY 2015**

SUBJECT: **CHIEF EXECUTIVE'S OFFICE PERFORMANCE REPORT- APRIL 2014 TO SEPTEMBER 2014**

BY: **CHIEF EXECUTIVE**

1. REASON FOR REPORT

1.1 The purpose of this report is to outline the performance of the service for the period from 1 April 2014 to 30 September 2014.

1.2 This report is submitted to Committee in terms of Section III A (64) and A (65) of the Council's Administrative Scheme relating to the development and monitoring of the Council's Performance Management Framework and to contribute to public performance reporting.

2. RECOMMENDATION

2.1 **It is recommended that the Policy and Resources Committee:**

(i) **scrutinises performance outlined in this report; and**

(ii) **notes the actions being taken to seek improvements where required.**

3. BACKGROUND

3.1 The revised performance management framework was approved at a meeting of Full Council on 22 May 2013 (paragraph 8 of the minute refers). As a result, performance will be reported on a 6 monthly basis.

3.2 The Policy and Resources Committee at its meeting on 5 November 2013 (item 12 refers) approved the development of a quarterly monitoring document which will provide supporting information for the Performance Management Framework and 6 monthly performance reports will refer to the document.

4. SUMMARY OF PERFORMANCE

4.1 The tables below summarise performance: –

Performance Indicators

Service	No. of Indicators	Green Performing Well	Amber Close Monitoring	Red Action Required	Annual PI / Data Only
Chief Executive's Office	7	2	0	0	5
Total this period	**2**	**2 (100%)**	**0 (0%)**	**0 (0%)**	

4.1.1 Performance measurements involve 7 indicators. As of September the two indicators measured quarterly were performing well. The remaining 5 Indicators are data only so do not have targets assigned.

Service Improvement Plan Actions

Section	No. of actions	Complete	Progressing outside target timescale	Cancelled
Chief Executive's Office	57	18 (31%)	14 (25%)	3 (5%)

4.1.2 Overall as at September 2014, the Service Plan is 55% complete, it contains 57 actions to address the 6 service priorities. As of September 2014, 18 of these actions were complete, 22 were progressing within timescale while 14 were progressing outside their original timescale. Three actions were cancelled within this period.

5. PERFORMANCE ANALYSIS

Areas of Good Performance

Moray 2023: A Plan for the Future / Community Planning Partnership

5.1 Good progress was made in the development of the Moray 2023 Plan (CE14-01-01) during the reporting period. Between February and October, each of the strategic partnership groups reviewed chart targets and applied a confidence rating. These ratings were reviewed by the Board in November, with a specific focus in reaching agreement about a way forward for those with low confidence ratings (item 2 of the agenda refers). The Moray 2023 Plan will be the basis for a shared performance management framework between all Community Planning partners (CPP) in Moray.

5.2 The Partnership Agreement supporting governance arrangements for the CPP Board and the Strategic Partnership Groups was approved by the CPP Board at its meeting in October 2014 (Item 8) (CE14-01-02-01).

5.3 The Community Planning Partnership Board and thematic groups have created a draft prevention plan (CE14-01-01-03). The draft prevention plan will put a strong emphasis on early intervention and prevention planning in delivering the five key strategic objectives as outlined in Moray 2023.

Equalities

5.4 In addition to the monitoring of committee reports to consider equality implications, the Equal Opportunities Officer has been involved in a number of significant projects. The Equality Seminar in October was attended by 42 officers and 13 elected members as well as a representative from the Equalities and Human Rights Commission. The feedback provided by those attending was generally very positive. There has also been a significant commitment to supporting the development of corporate policies around equalities such as anti-bullying in schools and access to streets project (CE14-03-02 / 03 / 05).

5.5 In April 2013, to comply with legislative requirements Moray Licensing Board submitted equality outcomes. Thereafter, the Equality and Human Rights Commission did an audit of compliance and published their findings recently. The Commission commended Moray's Licensing Board equality outcomes for good practice.

Community Support Unit

5.6 The Community Support Unit (CSU) undertook public consultations for sustainable education review and sports, leisure and recreation review; the outcomes better informed council policy makers (CE14-5-2-1 and CE14-05-02-03).

5.7 The community engagement group action plan (CE14-05-01-01) was approved by the CPP Board on 20 March 2014. The Community Engagement Group receives update reports on progress against the plan, ensuring the Group are the first point of contact for community engagement within the Moray CPP.

5.8 The Community Support Unit has been supporting the Grant Lodge short life working group (CE14-05-02-06) to identify and explore commercial options for the future use of Grant Lodge. The working group concluded its remit in December 2014 and has established the Grant Lodge Trust which has received external funding for a redevelopment plan. The new Trust hopes to be able to produce proposals by June 2016. This has involved Community Support Unit staff regularly attending meetings, assisting and supporting the group to research viable options for the site and to engage with the wider community on alternative options.

Printing

5.9 During the reporting period, Print Services have been involved in the review of the contract for the multi functional devices (including photocopies and laser printers) across the Council (CE14-06-01-03). A full audit of all Council printing equipment was undertaken during the reporting period. For the previous contract Moray was in partnership with Aberdeen City and Aberdeenshire Councils. Due to the other authorities making a change to the contract category, for this Council to remain compliant with its procurement policy, the Council were unable to remain within the joint arrangement causing a three month delay to the completion of the contract. Nonetheless the contract timescale has now been adjusted to account for the additional three months and is scheduled for completion by September 2015.

Contracts

5.10 Since October 2012 all notices other than those that are statutory are published on a free online information portal (tellmescotland). To raise public awareness, the link to the online portal is included in any statutory public information notice published in the printed press. The Improvement Service used Moray as an example of good practice in relation to the use of the portal in an article in the Scottish Chambers of Commerce Business Scotland Magazine in April this year. The use of the portal is currently being reviewed.

The Council has recently secured a new supplier for the provision of press advertising. While the statutory requirement to publish certain types of notice in the press remains, there are opportunities to make further savings through the management of this contract and it is anticipated that the overall spend on print advertising will decrease further.

Freedom of Information

5.11 In the first two quarters, the percentage of Freedom of Information requests that were replied to within 20 working days was above the 95% target; 96.9% and 97.6% respectively (CE066).

Complaints

5.12 It is the first full year of operation of the Statutory Complaint Procedures; this introduced a more streamlined procedure having only frontline resolution stage with a 5 working day turnaround and investigative stage with a 20 working day turnaround. The introduction of frontline resolution has on first impression been a successful transition delivering speedy responses to members of the public.

In the 6 months to September 2014, the Council received 303 complaints against 277 in the same period last year. The rate per 1,000 population increased slightly when comparing the same two periods to 3.2 from 3.0 (CE070).

The percentage of complaints upheld partially or in full as a percentage of complaints closed remains similar when compared across the two time periods, 31% and 34% respectively. The average time in working days for a full response to complaints at frontline resolution and investigative stages have been subject to slight slippage when comparing the time periods albeit performance has remained within target (CE072).

<u>Areas of Performance Identified for Improvement</u>

<u>Complaints</u>

5.13 Development work has slipped due to staffing issues but all now being addressed albeit out with original timescales:

5.13.1 Complaint handling in the form of E-learning modules has been developed and is being tested by the complaints administrative group. At this initial stage, the Scottish Public Services Ombudsman (SPSO) online training modules are not fully compatible with the Council's online Learning Management System (CLIVE), therefore it is unlikely that roll out of the modules will take place much before September 2015 (CE14-02b-01-02 and 03).

5.13.2 Investigation training (CE14-02b-01-04 and 05) has been arranged and will be provided by the SPSO in March 2015. This is an important step to ensure local investigations address complaints effectively as there is no longer a review of complaint investigations by the Chief Executive prior to escalation to the SPSO.

5.13.2 Whilst all departments are operating the new procedures of frontline resolution and investigation, there remains further development work to ensure that the data handling associated with complaint recording and reporting is adequate (CE14-02b-02-01). This is being addressed through contact with individual services that are introducing the procedures and reinforced at the Complaint Admin Group meetings.

5.13.2 The requirement to capture organisational change and learning from complaints has shown that the current in-house data base is in need of review. Initial work has been carried out to establish systems used in other local authorities and this work will be progressed in discussion with ICT over the coming year (CE14-02b-02-02).

<u>Community Support Unit</u>

5.14 Some progress had been made against the action to support tsiMoray to participate in Community Planning Partnership (CE14-01-04). The Corporate Director (Corporate Services) has been working with tsiMoray to discuss what the future support from the Council will include. Therefore the Council's formal involvement in the work plan prior to its submission to the Scottish Government may no longer be an action for the Community Support Unit.

5.15 In quarter 1, 75% of participants rated CSU facilitation of consultations as 'good' or above, against a target of 90% (CE059). Comments confirmed that in this instance performance reflected the evaluation by teachers and head teachers of the event; workshops as part of the sustainable education review, rather than CSU's performance in terms of their facilitation. Performance over the last 2 years has exceeded target and the result in quarter 2 improved to 93%.

6.   SUMMARY OF IMPLICATIONS

(a)   Moray 2023: A plan for the future/Service Plan
Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in Moray 2023: A plan for the future.

This report identifies the areas of the Service Plan that have fallen behind schedule and where more work is required.

(b)   Policy and Legal
None

(c)   Financial Implications
None

(d)   Risk Implications
None

(e)   Staffing Implications
None

(f)   Property
None

(g)   Equalities
An Equality Impact Assessment is not needed because the report is to inform the committee on performance.

(h)   Consultations
Service managers responsible for areas reported are involved throughout the reporting process. There have been no other consultations.

7.   <u>CONCLUSION</u>

7.1 Performance across the first half of 2014/15 is mostly positive with actions in place to address areas subject to slippage.