



REPORT TO: POLICY AND RESOURCES COMMITTEE ON 19 JANUARY 2016

SUBJECT: CHIEF EXECUTIVE'S OFFICE PERFORMANCE REPORT – APRIL 2015 TO SEPTEMBER 2015

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 2015 to 30 September 2015.
- 1.2 This report is submitted to Committee in terms of Section III (A) (64) and (A) (65) of the Council's Scheme of Administration 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;**
 - (ii) **notes the actions being taken to seek improvements where required; and**
 - (iii) **notes the transfer of responsibility for managing Freedom of Information requests from the Chief Executive's Office to Library Services, and the subsequent transfer of the performance indicator (CE015) from the Chief Executive's scorecard to the Library Services scorecard.**

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.
- 3.3 The Policy and Resources Committee at its meeting on 4 August 2015 (para 13 of the Minute refers) approved a change to the Chief Executive's performance indicators for 2015/16.

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	6	2	0	0	4
Total this period	2	2 (100%)	0 (0%)	0 (0%)	

- 4.2 Performance measurement involves 6 indicators. As at September 2015, all are performing well; none require action. A number of the indicators are relatively new and awaiting a build-up of data to allow target setting.

Service Improvement Plan Actions

Section	No. of actions	Complete	Progressing outside target timescale	Cancelled
Chief Executive's	12	3	2	0

- 4.3 The Service Plan contains 12 actions and as at September 2015 is overall 51% complete. Three actions are now complete, and the progress towards completing all actions is as follows:
- 3 have been completed
 - 1 is between 75% and 90% complete
 - 2 are between 50% and 74% complete
 - 3 are between 25% and 49% complete
 - 3 are between 0 and 24% complete
- 4.4 There were 2 Frontline and 1 Investigative complaints received by the Chief Executive's Office in the 6 month period to September 2015, of which 1 was upheld, 1 was partially upheld and 1 was not upheld. They were all responded to within target timescales: an average of 1.5 working days for the Frontline complaints, against a target of 5 working days; and 12 working days for the Investigative complaint, against a target of 20 days.

5. **PERFORMANCE ANALYSIS**

Areas of Good Performance

Complaints

- 5.1 The number of complaints made to the Moray Council, per 1,000 population, continued the downward trend of the last 5 months. 0.79 complaints per 1,000 population is the lowest rate since data collection for this PI began in April 2013. The complaints rate is now 41% lower than it was in Q1 2013/14, and continues to exhibit a downwards trend.
- 5.2 Learning from complaints is a fundamental step in the Moray Council's complaints procedure and lessons are now reviewed at the quarterly Complaint Administration group. To date the focus has been on improving the quality of complaint recording. In October the Complaints Officer attended the Scottish Public Services Ombudsman (SPSO) conference and the Local Authority Complaints Handlers Network (LACHN) meeting. The focus of both events was Learning from Complaints. The Complaints Officer obtained useful SPSO quantitative and qualitative assessment tools and these have been circulated via the Complaints Administration Group to allow services to improve upon current practices.
- 5.3 Roll-out of the e-learning complaints module is progressing well. At the end of August 2015 the module had been completed 87 times and was accessed on 628 occasions. The Complaints Officer will provide a complaints update to all Head teachers in February 2016 including e-learning.

Community Support Unit

- 5.4 In the first 6 months of 2015/16 there were a total of 28 consultations regarding Elgin Primary School Rezoning. All meetings took place within designated communities affected by any changes. Individual categories of participants consulted included - Parents, Pupils, Staff, Parent Councils, Elgin Community Council & Elgin South Area Forum. Participants in the 28 consultation exercises rated the engagement 'Good' or above. The Community Support Unit was involved in the preparations for the meetings, acting as facilitators, analysing the outcomes from each session and issuing the final report.
- 5.5 A Planning for Real (PfR) exercise was facilitated in Dufftown, and there are plans to carry out similar exercises in other parts of Moray. PfR is an interactive Community Development tool that supports communities to bring about change and shape the future of their community. Community Support Unit (CSU) staff used this method to engage with representatives from a number of groups in Dufftown seeking support. The outcome of the exercise is the completion of a 3 year local plan that replicates the outcomes indicators in the Moray 2023 A Plan for the Future. Since completion, other

communities have requested support to implement PfR in their communities e.g. Aberlour, Forres & Findhorn. The Aberlour PfR will be delivered with Health and Social Care partnership partners. Discussion and planning on the Aberlour and Forres PfRs have started.

Communications

- 5.6 To support communications a number of draft documents have been produced including the print strategy, writing style guidelines and branding. A draft communications strategy along with the supporting documents had initial discussions at the Culture Working Group in September.

Equalities

- 5.7 The annual report on equality outcomes was published on 30 April 2015 and submitted to the Communities Committee meeting held on 26 May 2015 as an information report. Good progress is being made against all three outcomes.

Freedom of Information

- 5.8 There were 249 Freedom of Information (FOI) requests in quarter 2 with 240 (96.4%) responded to within the required timescales (20 working days), exceeding the target of 95%. Since quarter 1 2013/14 there have been typically 235 requests per quarter with 97% being responded to on time. For the same quarter last year there were 254 FOI requests of which 97.6% were dealt with on time.
- 5.9 Responsibility for responding to Freedom of Information requests was transferred to Library Services on 31 October 2015. The committee are requested to note the removal of this Performance Indicator from the Chief Executive's scorecard to Library Services.

Convention of the Highlands and Islands

- 5.10 The Moray Council hosted the recent autumn meeting of the Convention of the Highlands and Islands on 5 October 2015 at the Alexander Graham Bell Centre, Moray College UHI. The Convention considered the following topics:
- Digital and Mobile Connectivity
 - Changing Highland and Islands economy – future challenges and growth opportunities

The Deputy First Minister thanked the staff involved for the hard work in preparing for the event and its smooth-running.

Performance

- 5.11 Research and Information Officers continue to support services with performance monitoring and reporting; in addition they have provided detailed analysis of various topics. Work during the first half of the year has included:
- Community Profiles for Dufftown and Aberlour to support the PfR exercise. The Dufftown profile has established a template to build other community profiles. A presentation was given to Community Planning Officers Group (CPOG) on the PfR exercise and the profile.
 - In addition, profiles for Lossiemouth, Findhorn and Keith are progressing.

Areas of Performance Identified for Improvement

Complaints

- 5.12 The Service Plan action to develop an annual report on complaints was due to be published by September, but is now due to be completed by the end of quarter 3.

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 performance of the service against the Service Plan.

(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. CONCLUSION

- 7.1 Performance across the first half of 2015/16 is mostly positive with the majority of indicators having achieved or exceeded targets and Service Plan actions are progressing on schedule.**

Author of Report:	Corporate Policy Unit Manager
Background Papers:	Held by Carl Bennett, Research & Information Officer
Ref:	