

# **WIRRAL COUNCIL**

## **TRANSFORMATION AND RESOURCES POLICY AND PERFORMANCE COMMITTEE**

**14<sup>TH</sup> APRIL 2014**

<b>SUBJECT:</b>	<b>DIRECTORATE PLAN PERFORMANCE MANAGEMENT REPORT</b>
<b>WARD/S AFFECTED:</b>	<b>ALL</b>
<b>REPORT OF:</b>	<b>JOE BLOTT (STRATEGIC DIRECTOR OF TRANSFORMATION AND RESOURCES)</b>
<b>RESPONSIBLE PORTFOLIO HOLDERS:</b>	<b>CLLR ANN MCLACHLAN, DEPUTY LEADER AND PORTFOLIO HOLDER FOR GOVERNANCE &amp; IMPROVEMENT</b>  <b>CLLR ADRIAN JONES, PORTFOLIO HOLDER FOR CENTRAL SERVICES</b>  <b>CLLR CHRIS MEADEN, PORTFOLIO HOLDER FOR HEALTH AND WELLBEING</b>
<b>KEY DECISION?</b>	<b>NO</b>

### **1.0 EXECUTIVE SUMMARY**

- 1.1 The aim of this report (Appendix 1) is to outline the current performance of the Transformation and Resources (as at 31<sup>st</sup> January 2014) against its Directorate Plan for 2013/14.
- 1.2 The report translates the priorities set out in the Directorate Plan into a coherent and measurable set of performance outcome measures and targets. These are used to evaluate the achievement of Directorate priorities over the next year of the plan.
- 1.1 The development of the Directorate Plan will be an iterative process during 2013/14 based on the feedback and requirements of elected members and portfolio leads. Therefore, the latest version of the report contains:
  - Key finance information
  - Year-end forecast position
  - Key risk information

- Exception reports for (a). Adult care packages supported by direct debit (b). Percentage recovery of personal finance unit charges (c). Percentage recovery of personal finance unit charges (historic charges) (d). Percentage of personal finance unit assessments completed within timescales (e). Replace Windows XP with Windows 7

## **2.0 BACKGROUND AND KEY ISSUES**

- 2.1 The Directorate Plan links directly to the Corporate Plan and sets Directorate objectives in national and local context. The indicators contained within the Directorate Plan form a hierarchy underneath the high level indicators specified in the Corporate Plan.
- 2.2 The Strategic Director for Transformation and Resources (Joe Blott) has signed off the indicators contained within the performance report and agreed the following parameters which underpin their on-going performance management:
  - 2013/14 Plan
  - 2013/14 Plan trajectory
  - 2013/14 Performance tolerance levels (determine RAG [Red, Amber, Green] status)
  - Head of Service responsible for delivery of target
- 2.3 Directorate Plan performance (includes Corporate Plan targets) will be monitored on a monthly basis against the parameters agreed as part of the business planning process (e.g. RAG tolerance levels). A number of indicators are only available on a quarterly basis, in line with the availability of data.
- 2.4 The outputs from this monitoring process will be performance managed proactively on an exception basis. The system is designed to promote a “no surprises” approach to performance management.
- 2.5 Heads of Service responsible for the delivery of targets must complete an exception report and delivery plan for all indicators which are under performing (e.g. red RAG rated indicators).
- 2.6 Monthly Directorate Plan performance reports will be produced and made available (to support corporate challenge) in line to support:
  - Monthly DMTs
  - Monthly Portfolio Lead briefings
  - Quarterly Audit, Risk, Governance and Performance meetings
  - Quarterly Policy and Performance Committees

## **3.0 RELEVANT RISKS**

- 3.1 The performance management framework policy is aligned to the risk management strategy. The next version of the report will include risk information for performance targets which are RAG rated as red.

## **4.0 OTHER OPTIONS CONSIDERED**

4.1 N/A

## **5.0 CONSULTATION**

5.1 The Corporate plan was drafted based on the feedback generated by the What Really Matters public consultation. The Directorate plan underpins this plan.

## **6.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS**

6.1 N/A

## **7.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS**

7.1 Financial implications of undertaking the actions to deliver the Directorate Plan will be addressed by Directorate as appropriate.

## **8.0 LEGAL IMPLICATIONS**

8.1 Legal implications of undertaking the actions to deliver the Directorate Plan will be addressed by Directorate as appropriate.

## **9.0 EQUALITIES IMPLICATIONS**

9.1 The Directorate Plan has a clear focus on supporting those who are disadvantaged, including the delivery of specific services and through ensuring that all of Wirral's diverse communities are equally able to access services.

9.2 Equalities implications relating to the actions set out in the Directorate Plan will be addressed by the Directorate as appropriate, and details set out in individual Directorate plans. This work is also monitored by the Corporate Equalities and Cohesion Group and the Council Excellence Overview and Scrutiny Committee.

## **10.0 CARBON REDUCTION IMPLICATIONS**

10.1 N/A

## **11.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS**

11.1 N/A

## **12.0 RECOMMENDATION/S**

12.1 Committee are requested to use the information contained within this report to inform its future work programme.

## **13.0 REASON/S FOR RECOMMENDATION/S**

13.1 To ensure that the report provides elected members with the information required to evaluate the delivery of the key priorities identified by the Directorate Plan.

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## **APPENDICES**

Appendix 1 - Directorate Plan Performance Report (13/14)

Appendix 2 - Adult care packages supported by direct debit (exception report).

Appendix 3 - Percentage recovery of personal finance unit charges (exception report).

Appendix 4 - Percentage recovery of personal finance unit charges (historic charges) (exception report).

Appendix 5 - Percentage of personal finance unit assessments completed within timescales (exception report)

Appendix 6 – Replace Windows XP with Windows 7

## **REFERENCE MATERIAL**

N/A

## **SUBJECT HISTORY (last 3 years)**

<b>Council Meeting</b>	<b>Date</b>
<b>Transformation and Resources Policy and Performance Committee</b>	<b>30<sup>th</sup> July 2013</b> <b>23<sup>rd</sup> September 2013</b> <b>29<sup>th</sup> January 2014</b>