

Item: 4.1

Policy and Resources Committee: 19 June 2018.

Performance Monitoring.

Report by Chief Executive.

1. Purpose of Report

To advise on the performance of the Chief Executive's Service for the reporting period 1 October 2017 to 31 March 2018.

2. Recommendations

The Committee is invited to scrutinise:

2.1.

The performance of Chief Executive's Service for the reporting period 1 October 2017 to 31 March 2018, as set out in sections 3 to 5 and Annexes 1 and 2 of this report.

It is recommended:

2.2.

That the actions, referred to at section 3.2 of this report, that have been progressed to completion, be removed from the Chief Executive's Service Service Plan.

2.3.

That the actions, referred to at section 3.3 of this report, be amended as indicated and thereafter incorporated within the Chief Executive's Service Service Plan.

2.4.

That the new actions, referred to at section 3.4 of this report, be added to the Chief Executive's Service Service Plan, and monitored with effect from the next monitoring period.

2.5.

That the Chief Executive's Service Risk Register, attached as Annex 3 to this report, be approved.

3. Service Plan – Performance Reporting

3.1.

The action plan, attached as Annex 1 to this report, provides the detail of the agreed service priorities, as expressed in the Chief Executive's Service Service Plan, and contains SMART (Specific, Measurable, Attainable, Relevant and Time-bound) targets for the life of the service plan. The action plan also provides the mechanism through which the time-limited aspects of the service plan will be progressed to completion.

3.2.

Set out below are those service plan actions assessed as Blue within Annex 1, namely those which have been progressed to completion, and are now being recommended for removal from the service plan.

- 01 – Communications Strategy – Review the strategy with support from the short life member officer working group and publish updated version of the strategy.
- 02 – Governance Review – Undertake a review of governance arrangements to address matters such as harbour authority governance and integration of health and social care, including revised Schemes of Administration and Delegation, with the aim to reduce agenda sizes by 20% to 25%.
- 04 – Pension system software – Implement the Heywoods Pension System software and transfer manual service records to the system.
- 08 – Induction Programme for Elected Members – Deliver a comprehensive and fit for purpose induction programme for elected members following the Local Government elections in May 2017.
- 09 – Community Council Elections – Deliver Community Council elections and appropriate induction programme for Community Council Members.
- 12 – Budget Monitoring System – Implement a new budget monitoring system for the Council.

3.3.

Set out below are those service plan actions identified as being in need of amendment, for example, by having the target date updated.

- 03 – Review of Twinning arrangements – it is proposed that the target date for presenting the review be extended to 30 April 2019.
- 05 – Audio-casting – it is proposed that the target date for presenting the review be extended to 30 April 2019.
- 06 – Our Islands Our Future – as this action is currently in progress, it is proposed that the target date be extended to 30 April 2019.
- 11 – Customer Services – it is proposed that the target date for introducing the standards be extended to 31 December 2018.

3.4.

Set out below are new actions, which are being recommended for inclusion within the Chief Executive's Service Service Plan, and which will be monitored for the first time at the next monitoring period.

3.4.1. Actions from the Best Value Assurance Report

- Workforce Plan – it is proposed to review and further develop a detailed service workforce plan to include consideration of future workforce needs, current capacity, supply and recruitment, skills and financial constraints, with a target date of 31 March 2019.
- Councillor Training and Development – it is proposed to consider how to enhance Councillor training and development and encourage better uptake by councillors of personal development opportunities, with a target date of 31 December 2019.

3.4.2. New Service Actions

- Communication Strategy Action Plan – it is proposed that an action plan be developed, in consultation with the Member/Officer Working Group, with a target date of 31 December 2018.
- Budget Monitoring – it is proposed to develop budget monitoring for the capital programme, with a target date of 31 January 2019.
- Investment Strategy – it is proposed to review the investment strategy for the Orkney Islands Council Pension Fund, with a target date of 30 April 2019.
- Investment Strategy – it is proposed to review the investment strategy for the Strategic Reserve Fund, with a target date of 30 April 2019.
- Annual Benefit Statements – it is proposed to enhance the functionality of the Council's Myview system by adding an Annual Benefits Statement lookup for the Local Government Pension Scheme benefits, with a target date of 30 August 2019.
- Long-term Financial Plan – it is proposed that a long-term financial plan be drafted to assist the Council in developing its budget process, with a target date of 31 January 2019.
- Long-term Capital Strategy – it is proposed that a long-term capital strategy be drafted to assist the Council in developing its budget process, with a target date of 31 January 2019.

4. Service Performance Indicators

Service performance indicators provide the mechanism through which the performance of aspects of the services provided year on year are monitored. The monitoring report is attached as Annex 2.

5. Complaints and Compliments

5.1.

Table 1 below sets out numbers of complaints and compliments made to the Chief Executive's Service in the six month period 1 October 2017 to 31 March 2018, and for the two preceding six month monitoring periods.

Table 1.	Six months ending 31 March 2017.	Six months ending 30 September 2017.	Six months ending 31 March 2018.	Totals.
Complaints.	1.	1.	3.	5.
Compliments.	2.	5.	8.	15.

5.2.

When considering the raw data within Table 1 above, it should be noted that the Council has adopted a policy of encouraging staff to record all complaints against the Council through the Complaints Handling Procedure. This includes complaints that are quickly and satisfactorily resolved by the frontline service, thereby enabling the Council to identify any trends that would help to improve the service. As a result of this policy, the number of complaints captured by the procedure may increase and that does not necessarily reflect an increase in the number of people contacting the service to express dissatisfaction with the Council.

5.3.

There is no discernible relationship in terms of the types of complaints received over the monitoring period.

6. Risk Register Review

Managers within the Chief Executive's Service have recently carried out the annual review and update of the service risk register, along with the list of actions to mitigate these risks. The updated risk register is attached at Annex 3 to this report.

7. Corporate Governance

This report relates to the Council complying with its performance management policies and procedures and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan. That said, service plans are developed taking cognisance of the Council's policies as outlined in the Council Plan.

8. Financial Implications

There are not anticipated to be any significant financial implications arising as a result of the report recommendations.

9. Legal Aspects

The Council's performance management systems help the Council to meet its statutory obligation to secure best value.

10. Contact Officers

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11. Annexes

Annex 1 – Summary of the performance of Chief Executive's Service against the targets within its service plan.

Annex 2 – Summary of the performance of Chief Executive's Service against its performance indicator targets.

Annex 3 – Updated Chief Executive's Service risk register.