

## Corporate Scrutiny Committee 8 October, 2012

### DRAFT IMPROVEMENT PLAN (PERFORMANCE REVIEW 2011/12)

The draft Improvement Plan (Performance Review) 2011/12 was presented for the Committee's consideration and comment.

The Head of Service (Policy) drew Members' attention to the draft status of the Improvement Plan and he informed them that it remained a work in progress at this time. Following its consideration by the Corporate Scrutiny Committee the draft Plan will be presented to the Executive and therefrom to the County Council for approval and adoption. The Officer explained that the Authority is obligated to produce an Improvement Plan based on an evaluation of the previous year's performance. The draft Plan as presented looks back at 2011/12 and provides an assessment of the Authority's progress against the goals and targets which it set for that year and includes a detailed analysis of progress against the five Strategic Priorities and the actions taken which have contributed to that progress. The Plan also makes reference to the four improvement objectives and summarises the progress made against those objectives. There was a great deal of focus placed in 2011/12 on improving the Authority's corporate governance arrangements and through a process of collaborative planning the Commissioners, Shadow Cabinet and the Chairs of the Audit and Scrutiny Committees along with the Strategic Leadership Group identified 10 key themes to track the improvement of corporate governance within the Council. These are noted in the Plan. A section of the Plan is dedicated to the Authority's performance against National Performance Indicators and specifically the Public Accountability Measures (PAMs); the Service Improvement Data (SIDs) and the National Strategic Indicators (NSIs).

The Programmes and Business Planning Manager provided the Committee with a visual presentation of the Authority's performance against the national PIs and he highlighted the trends which the data indicated in overall terms; comparatively with other local authorities in Wales and at Directorate/Service level. He also drew attention to the percentage of PIs which had improved during 2011/12 as well as those which showed deterioration in performance.

Members considered the draft Improvement Plan in detail and in discussing it they raised the following issues –

- That it is imperative that staff in all the Council's departments are made aware of and are fully cognisant with their service PIs and that this information is then fed into the staff appraisal process. It was emphasised that the Authority needs to ensure that all departments implement and conduct an appraisal process for their staff and that this process is aligned with the business planning and performance management arrangements and then monitored consistently to ensure full compliance.
- That the PIs and specifically those that are in decline need to be scrutinised in terms of their effect on the service in question and their impact on the residents of Anglesey. It was suggested that a form of exception report might be prepared and could prove useful in order to collate all those PIs that are critical in terms of their impact and which consequently should be the focus of attention.
- The interdependence of PIs and the fact that weaknesses in one service area are likely to have repercussions for other services. It was pointed out that the challenge lies in achieving consistently good performance across the range of services. It was put forward that there should be an examination of the distribution of resources across services in order to establish whether those high performing PIs reflect areas in receipt of more resources than necessary and whether those are in fact the areas in which the Authority wants or needs to excel. Performance should be about the needs of Anglesey as well as fulfilling national targets.
- To highlight the PI performance in relation to the following –
  - The percentage of principal (A)roads, non-principal (B)roads and non-principal (C)roads that are in overall poor condition
  - The number of calendar days taken to deliver a Disabled Facilities Grant

- In respect of the integration of a single Public Protection Service for Anglesey and Gwynedd, the importance of maintaining a strong voice for Anglesey in this service area was emphasised.

**It was resolved –**

- **To accept the Improvement Plan and to note its contents.**
- **That a list of all those PIs in decline be drawn up for each scrutiny committee specifically and their effects in terms of impact on the individual service area in question; on corporate governance and on the citizens of Anglesey be assessed in order to allow each scrutiny committee to consider/recommend an appropriate course of action in relation to the PIs.**

**ACTION: The Head of Service (Policy) and/or Programmes and Business Planning Manager to prepare a list for each scrutiny committee specifically, of all those PIs in decline with an assessment of their effects in terms of impact on each individual service area; on the citizens of Anglesey and on the Authority's corporate governance.**

DRAFT