

COUNTY COUNCIL

Date of Meeting	Tuesday, 24 October 2017
Report Subject	Annual Performance Report 2016/17
Report Author	Chief Executive

EXECUTIVE SUMMARY

The Annual Performance Report for 2016/17 reviews our progress against the Improvement Priorities as detailed in the Improvement Plan 2016/17.

The report reflects the overall progress that has been made against our priorities and the level of confidence we have in achieving the desired outcomes. It also shows the position against our 51 risks, with 7 remaining at a high level at year end.

Performance against the Improvement Plan measures was positive with 79% of agreed actions being assessed as making good progress and 21% likely to achieve the desired outcome. In addition, 42% of the performance indicators met or exceeded target for the year, whilst over half showed improvement or remained stable. Risks are also being successfully managed with the majority being assessed as moderate (45%) or minor/insignificant (42%).

Comparison nationally using the Public Accountability Measures (PAMs) revealed 86% of indicators showed improved or sustained performance. Of the 22 authorities across Wales Flintshire was ranked top as the most improved authority between 2015/16 and 2016/17.

RECOMMENDATIONS

1	To adopt the 2016/17 Annual Performance Report for publication.
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REPORT DETAILS

1.00	EXPLAINING THE CONTENT OF THE REPORT
1.01	The Annual Performance Report (the Report) meets the statutory requirement to publish an Improvement Plan as required by the Local Government (Wales) Measure (2009) (the Measure). The report must be published by 31st October each year. The purpose of the report is to account for the organisation's previous year's performance against its Improvement Priorities.
1.02	The requirements of the Measure are met through the "forward looking" document; the Improvement Plan 2016/17. This sets out the vision and priorities for the Council. The second statutory requirement of the Measure is met by this Annual Performance Report, which reviews progress on commitments made in the previous year.
1.03	The Annual Performance Report must be adopted by the full Council prior to publication.
1.04	<p>The Annual Performance Report for 2016/17 reviews our progress against the Improvement Priorities as detailed in the Improvement Plan 2016/17. This assessment takes into consideration assessments of our performance for each of the Improvement Priorities through:</p> <ul style="list-style-type: none">• Progress against key actions and projects• Progress against identified risks and challenges• Performance indicator outturns (target and trend analysis)• Regulatory, audit and inspection activity
1.05	<p><u>Progress against Key Activities</u></p> <p>Overall good progress has been made against the 2016/17 Improvement Plan priorities and there is a high level of confidence in the achievement of desired outcomes. The Report summaries progress against the key activities supporting the priorities as follows:</p> <p>Progress:</p> <ul style="list-style-type: none">• We are making good progress in 79% (101).• We are making satisfactory progress in 21% (27) <p>Outcome:</p> <ul style="list-style-type: none">• We have a high level of confidence in the achievement of 82% (47).• We have a medium level of confidence in the achievement of 18% (10).

1.06	<p><u>Progress against Risks and Challenges</u></p> <p>Good progress was made in managing our risks. Analysis of the year end risk levels for the 51 strategic risks identified in the Improvement Plan is as follows:</p> <ul style="list-style-type: none"> • 51% (26) risks remained the same. • 45% (23) risks reduced • 4% (2) risks increased
1.07	<p><u>Performance Indicator Outturns</u></p> <p>The Report summaries our performance against the Improvement Plan measures and also nationally using the Public Accountability Measures (PAMs).</p> <p>Improvement Plan Measures</p> <p>Assessment of actual performance against target:</p> <ul style="list-style-type: none"> • 63% (52) of performance measures achieved target or better. • 30% (25) of performance measures missed target within an acceptable margin • 7% (6) of performance measures significantly missed target. <p>Analysis of trend was also undertaken. This is a comparison of current year performance with that of the previous year.</p> <p>Where trend analysis could be undertaken: -</p> <ul style="list-style-type: none"> • 40 (52%) of performance measures showed improved performance; • 34 (44%) showed performance which had downturned when compared with the previous year; and • 3 (4%) had maintained the same level of performance. <p>Public Accountability Measures</p> <p>86% of these national measures both achieved targets and maintained or improved performance against 2015/16.</p> <p>We are ranked as the top authority in Wales to show improvement between 2015/16 and 2016/17.</p>
1.08	<p><u>Regulation, Audit and Inspection Activity</u></p> <p>The Wales Audit Office publishes an Annual Improvement Report (AIR) each year on behalf of the Auditor General for Wales. The AIR published in June 2017 for Flintshire summarised the findings and recommendations from the various reports that have been produced.</p> <p>Overall the Auditor General concluded that:</p> <p><i>“The Council is meeting its statutory requirements in relation to continuous improvement.”</i></p>
1.09	<p>The statutory requirements of the Measure are met through a concentration on the Council’s Improvement Priorities.</p>

1.10	The Report will be available via the Council's website. Paper copies can be generated as required and the supporting documents which provide the more detailed information will be available as 'hyperlinked' documents. A summary of the Report will be included within the e-magazine 'Your Council'.
2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications within this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	The Annual Performance Report must be approved by the full Council before publication.
3.02	Consultation is undertaken throughout the year by Cabinet and Overview and Scrutiny Committees reviewing the quarterly performance reports. A report on the full year's progress against the Improvement Plan 2016/17 was presented to Cabinet in June 2017.

4.00	RISK MANAGEMENT
4.01	An assessment of the risks identified in the Improvement Plan for 2016/17 have been made within the Annual Performance Report.

5.00	APPENDICES
5.01	Appendix 1 - Annual Performance Report 2016/17 Appendix 2 – Improvement Plan 2016/17 Risk Register Appendix 3 - Improvement Plan Measures Data Table Appendix 4 – Public Accountability Measures Data Table Appendix 5 – Glossary of Terms

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Improvement Plan 2016/17 Contact Office: Corporate Business and Communications Team Telephone: 01352 701457 E-mail: corporatebusiness @flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Annual Performance Report: accounts for the organisation's previous year's performance against its Improvement Priorities. It must be published by 31st October each year.

7.02	Improvement Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.
7.03	Local Government (Wales) Measure (2009): A measure of the National Assembly for Wales to make provision about arrangements by local authorities and other authorities in Wales to secure continuous improvement in the exercise of their functions; to make provision for community strategies; and for connected purposes.
7.04	Public Accountability Measures (PAMs): a set of “outcome focussed” performance indicators that reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability, e.g. recycling, educational attainment, etc.
7.05	Performance Indicator (PI): a type of performance measurement used to evaluate the success of an organisation or of a particular activity in which it engages.
7.06	PI Outturn: the actual performance achieved for a performance indicator.
7.07	PI Target Analysis: comparison of actual performance compared with the target.
7.08	PI Trend Analysis: comparison of actual performance for the year with the previous year(s) performance.
7.09	Improvement Plan Measures: the performance indicators or milestones used to evaluate the success of activities in the Improvement Plan.
7.10	Wales Audit Office (WAO): works to support the Auditor General as the public sector watchdog for Wales. They aim to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.
7.11	Audit General for Wales: Appointed by the Queen and independent of government the Auditor General for Wales is the statutory external auditor of most of the Welsh public sector.
7.12	Annual Improvement Report (AIR): is publicised by the Wales Audit Office (WAO) on behalf of the Auditor General for Wales. It brings together, with the co-ordination of other inspectorates such as Estyn and the Care and Social Services Inspectorate for Wales (CSSIW), a picture of the Council’s delivery and evaluation of services and it’s planning of improvement for the coming year.
7.13	Corporate Assessment: WAO’s assessment of the Council’s arrangements that enable progress and transformation, and that support continuous improvement and good performance.