

## CABINET

<b>Date of Meeting</b>	Tuesday, 23 <sup>rd</sup> October 2018
<b>Report Subject</b>	Annual Performance Report 2017-18
<b>Cabinet Member</b>	Cabinet Member for Corporate Management and Assets
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Annual Performance Report for 2017/18 reviews our progress against the Council Priorities as detailed in the Council Plan 2017/18.

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 46 risks, with 4 risks increased in significance during the year and 10 risks reducing in significance by year end.

Performance against the Council Plan measures was positive with 83% of agreed key activities being assessed as making good progress and 21% likely to achieve the desired outcome. In addition, 58% of the performance indicators met or exceeded target for the year, whilst 68% showed improvement or remained stable.

Risks are also being successfully managed with the majority being assessed as moderate (61%) or minor/insignificant (13%); 26% of risks showed a high risk status at year-end, mostly due to financial resourcing.

Comparison nationally using the Public Accountability Measures (PAMs) revealed 67% of indicators showed improved or sustained performance.

A small number of performance areas were agreed by Cabinet and Corporate Resources Overview and Scrutiny Committee as requiring further scrutiny and reassurance for improved performance in 2018/19.

These areas are:

- Leisure participation
- Disabled Facilities Grants (timeliness)
- Planning applications (timeliness)

The three service areas have all considered the annual turnout figures and provided explanation and/or changes in processes and procedures to improve performance in-year.

The report provides this detail for reassurance, along with insight into any identified risks.

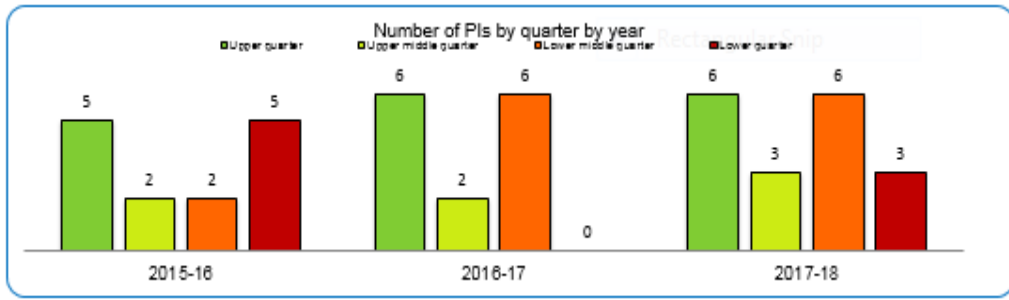
## RECOMMENDATIONS

1	To endorse the 2017/18 Annual Performance Report
2	To endorse the improvement actions for the areas of service under-performance during 2017/18.
3	To receive a mid-year progress report against the improvement actions in November.

## REPORT DETAILS

<b>1.00</b>	<b>COUNCIL PERFORMANCE 2017/18</b>
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. Our 'Improvement Plan' is called our 'Council Plan.'
1.02	The requirements of the Measure are met through the "forward looking" document; the Council Plan 2017/18. 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 approved by the full Council prior to publication.
1.04	The Annual Performance Report for 2017/18 reviews our progress against the Priorities as detailed in the Council Plan 2017/18. This assessment takes into consideration assessments of our performance for each of the Improvement Priorities through: <ul style="list-style-type: none"> <li>• Progress against key actions and projects</li> <li>• Progress against identified risks and challenges</li> <li>• Performance indicator outturns (target and trend analysis)</li> <li>• Regulatory, audit and inspection activity</li> </ul>
1.05	<b><u>Progress against Key Activities</u></b> Overall good progress has been made against the 2017/18 Council Plan priorities and there is a high level of confidence in the achievement of

	<p>desired outcomes. The Report summaries progress against the key activities supporting the priorities as follows:</p> <p><b>Progress:</b></p> <ul style="list-style-type: none"> <li>• We are making good progress in 83% (48)</li> <li>• We are making satisfactory progress in 17% (10)</li> </ul> <p><b>Outcome:</b></p> <ul style="list-style-type: none"> <li>• We have a high level of confidence in the achievement of 74% (43).</li> <li>• We have a medium level of confidence in the achievement of 26% (15).</li> </ul>
1.06	<p><b><u>Progress against Risks and Challenges</u></b></p> <p>Good progress was made in managing our risks. Analysis of the year end risk levels for the 46 strategic risks identified in the Council Plan is as follows:</p> <ul style="list-style-type: none"> <li>• 69.6% (32) risks remained the same.</li> <li>• 21.7% (10) risks reduced</li> <li>• 8.7% (4) risks increased</li> </ul>
1.07	<p><b><u>Performance Indicator Outturns</u></b></p> <p>The Report summaries our performance against the Council Plan measures and also nationally using the Public Accountability Measures (PAMs).</p> <p><b>Council Plan Measures</b></p> <p>Assessment of actual performance against target:</p> <ul style="list-style-type: none"> <li>• 58% (64) of performance measures achieved target or better.</li> <li>• 34% (37) of performance measures missed target within an acceptable margin</li> <li>• 8% (9) of performance measures significantly missed target.</li> </ul> <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"> <li>• 55 (68%) of performance measures showed improved performance;</li> <li>• 19 (23%) showed performance which had downturned when compared with the previous year; and</li> <li>• 7 (9%) had maintained the same level of performance.</li> </ul> <p><b>Public Accountability Measures</b></p> <p>67% of these national measures maintained or improved performance against 2016/17.</p> <p>Our quartile profile over previous years is as follows:</p>



The three 4<sup>th</sup> quartile indicators are referred to elsewhere in this report.

1.08

**Regulation, Audit and Inspection Activity**

The Wales Audit Office publishes an Annual Improvement Report (AIR) each year on behalf of the Auditor General for Wales. The AIR published in September 2018 for Flintshire summarised the findings and recommendations from the various reports that have been produced.

Overall the Auditor General concluded that:

*“The Council is meeting its statutory requirements in relation to continuous improvement.”*

1.09

The statutory requirements of the Measure are met through a concentration on the Council’s Priorities.

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 more engaging and web-enabled summary of the Report will be included within the e-magazine ‘Your Council’.

1.11

Both Cabinet and Corporate Resources Overview and Scrutiny Committee considered a number of performance areas which under-performed (downward trend and /or low quartile benchmark position) during 2017/18. From these areas an outline response was agreed (Appendix 2), with a number of areas still requiring further in-depth scrutiny to ensure improvement in performance during 2018/19.

The three identified areas are:

- Leisure participation
- Disabled Facilities Grants (timeliness)
- Planning applications (timeliness)

The context and/or actions to improve performance are captured in Appendix 3.

1.12

Progress against these action plans with mid-year performance will be monitored and reported in November as part of the mid-year performance reports.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	All Council Plan actions and measures have resources which need to be taken into account and balanced against priority and capacity.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The Member workshop on 29 May and Corporate Resources Overview and Scrutiny on 4 June gave members the opportunity to consider which areas of performance needed additional focus and continued attention.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Actions to improve performance measures need to risk assessed to understand and manage the impact that certain activities can have.

<b>5.00</b>	<b>APPENDICES</b>
5.01	<p>Appendix A: Draft Annual Performance Report 2017/18</p> <p>Appendix B: Council Plan 2017/18 Risk Register</p> <p>Appendix C: National Indicators Measures data table</p> <p>Appendix D: Public Accountability Measures 2017/18</p> <p>Appendix E: Alignment of Well-being Goals</p> <p>Appendix F: Glossary of Terms</p> <p>Appendix G: 2017/18 under-performance response</p> <p>Appendix H: 2017/18 Under performance improvement plan</p>

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>Council Plan 2017/18</p> <p><b>Contact Officer:</b> Karen Armstrong, Corporate Business and Communications Executive Officer</p> <p><b>Telephone:</b> 01352 702740</p> <p><b>E-mail:</b> <a href="mailto:Karen.armstrong@flintshire.gov.uk">Karen.armstrong@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Council Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Objectives and publish a Plan.</p> <p><b>Public Accountability Measures:</b> nationally agreed measures to be collected and monitored by all councils for benchmarking purposes.</p>