

Allerdale Borough Council

Executive – 19 February 2020

Overview and Scrutiny Committee – 21 February 2020

**Council Plan
Quarter 3 Performance Report 2019/20**

The Reason for the Decision	The Council's performance at the end of Quarter 3 2019/20 as measured by key projects/activities and KPIs
Summary of options considered	N/A
Recommendations	That Members note the information contained within the report and take action to improve performance where necessary.
Financial / Resource Implications	None arising directly from the report
Legal / Governance Implications	None arising directly from the report
Community Safety Implications	None arising directly from the report
Health and Safety and Risk Management Implications	None arising directly from the report
Equality Duty considered / Impact Assessment completed	Equality impacts are considered in the development of individual projects and programmes
Wards Affected	All
The contribution this decision would make to the Council's priorities	This is a performance report on delivery against the Council's priorities as set out in the Council Plan
Is this a Key Decision	No
Portfolio Holder	Councillor Marion Fitzgerald, Policy, Governance and People Resources
Lead Officer	Alex FitzGerald, Policy Manager (Corporate, Performance and Information) alex.fitzgerald@allerdale.gov.uk 01900 702719

Report Implications (Please delete where applicable).

Community Safety	Y	Employment (external to the Council)	Y
Financial	N	Employment (internal)	Y
Legal	N	Partnership	Y
Social Inclusion	Y	Asset Management	Y
Equality Duty	N	Health and Safety	N

Background papers

1.0 Introduction

- 1.1 The Quarter 3 Corporate Performance Report for 2019/20 covers the period from 1 October to 31 December 2019.
- 1.2 The report is based on key projects/activities and key performance indicators set out in the Corporate Business Plan.
- 1.3 The Corporate Business Plan is built around our Council Plan. For each Council Plan priority theme the Business Plan details key service improvement projects/actions as well as activity to deliver key strategies and plans over the next year, and the key performance indicators that we will use to track our performance. In addition the Business Plan sets out how our significant day to day service activity contributes to achieving our objectives.
- 1.4 In line with the Council's Performance Management Framework the Executive and Overview and Scrutiny receive quarterly performance reports based on the Council Plan.

2.0 Council Performance

- 2.1 The full quarterly performance report is attached as Appendix 1 and contains:
 - A short overview of our Quarter 3 performance
 - Appendices containing more detail on performance against our priorities, key performance indicators and corporate risks
- 2.2 In line with the Council's Integrated Assurance and Risk Strategy, Heads of Service review the risk and issues log on a monthly basis or as required, and report to SMT on existing key risks (those which score 9 and above), risks that have changed

significantly and any new and emerging risks/issues, with key risks being reported to the Executive on a quarterly basis. The current Key Risks Report can be found in Appendix C to the Quarterly Performance Report.

3.0 Customer Satisfaction and Service

3.1 Projects within the priority area of 'Creating a sustainable business' in the Council Plan relate specifically to customer satisfaction and service.

4.0 Services Delivered as Locally as Possible

4.1 This is an area covered within the Council Plan under the 'Creating a sustainable business' priority.

5.0 Finance/Resource Implications

5.1 There are no additional resource requirements arising from this report.

6.0 Legal Implications and Risks

6.1 There are no additional legal implications arising from this report. Any risks will be managed through the Risk Management Strategy and corporate methodology.

7.0 Recommendations

7.1 That Members note the information contained within the report and take action to improve performance where necessary.

Alex FitzGerald
Policy Manager (Corporate, Performance and Information)