

Informal Joint Performance and Audit Scrutiny Committee



Title of Report:	Balanced Scorecard and Quarter 1 Performance report 2017-18	
Report No:	PAS/FH/17/017	
Report to and dates:	Performance and Audit Scrutiny Committee	27 July 2017
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Purpose of report:	This report sets out the West Suffolk Balanced Scorecards being used to measure the Council's performance for 2017-18 and an overview of performance against those indicators for the first quarter of 2017-18.	

Recommendation:		Performance and Audit Scrutiny Committee:	
		<p>Members are requested to review the Council's performance using Balanced Scorecards for Quarter 1, 2017-18 and identify any further information required or make recommendations where remedial action or attention is required to address the Council's performance.</p>	
Key Decision:		<p><i>Is this a Key Decision and, if so, under which definition?</i></p> <p>Yes, it is a Key Decision - <input type="checkbox"/></p> <p>No, it is not a Key Decision - <input checked="" type="checkbox"/></p>	
<p><i>(Check the appropriate box and delete all those that do not apply.)</i></p>			
Consultation:		<ul style="list-style-type: none"> This report has been prepared in consultation with all relevant staff and Leadership Team. 	
Alternative option(s):		<ul style="list-style-type: none"> The option of doing nothing may result in poor performance, monitoring performance can highlight where remedial action may be needed 	
Implications:			
<p>Are there any financial implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> While there are no direct financial or budget implications arising from this report, it is possible that any recommendations of the Committee may have some resource implications. For example, resources may need to be reallocated to improve performance in a future period. 	
<p>Are there any staffing implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> 	
<p>Are there any ICT implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> 	
<p>Are there any legal and/or policy implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> There are no legal implications from this report. Poor performance levels may impact on the Council's ability to implement its policies or high-level strategies. 	
<p>Are there any equality implications? If yes, please give details</p>		<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> 	
Risk/opportunity assessment:		<i>(potential hazards or opportunities affecting corporate, service or project objectives)</i>	
Risk area	Inherent level of risk (before controls)	Controls	Residual risk (after controls)
	Low/Medium/ High*		Low/Medium/ High*

Failure to achieve optimum or target performance which may impact on resources	High	Regular reporting of performance to Joint Leadership Team, Portfolio Holders and to PASC can highlight where remedial action may be needed.	Medium
Ward(s) affected:		All Ward	
Background papers: <i>(all background papers are to be published on the website and a link included)</i>		PASC - May 2017 - Item 8 - Balanced Scorecard Targets 2017-18	
Documents attached:		<p>Appendix A – Resources and Performance Balanced Scorecard</p> <p>Appendix B – Families and Communities Balanced Scorecard</p> <p>Appendix C – Human Resources, Legal and Democratic Balanced Scorecard</p> <p>Appendix D – Planning and Regulatory Balanced Scorecard</p> <p>Appendix E – Operations Balanced Scorecard</p>	

1. Key issues and reasons for recommendation(s)

1.1 Performance Measures

- 1.1.1 Attached at **Appendices A to E** are the current Balanced Scorecards (based on Assistant Director area) which present Quarter 1 2017/18 performance. Unless otherwise stated, all performance figures on the scorecards are from a West Suffolk perspective. Where the performance for either individual Council is significantly different from the West Suffolk figure that it would have a different Red-Amber-Green (RAG) rating, details of this are highlighted in the comments box.
- 1.1.2 The information included in the report has been provided by Assistant Directors and service managers. Most indicators report performance against an agreed target using a traffic light system with additional commentary provided for performance indicators below optimum performance. Other KPIs report a data value only (e.g. no target performance) in order to track performance over time.

1.2 Quarter 1 Performance

- 1.2.1 New indicators have been added for the 2017/18 Financial year due to the change in organisational structure and a review process at the end of the previous financial year.
- 1.2.2 Within Resources and Performance, the “% of non-disputed invoices paid within 30 days” corporate indicator across both councils shows we have achieved positive results in the first quarter, reporting 94.30% of invoices paid within 30 days. The finance and performance team will continue to work with service areas to try and improve performance against this indicator to achieve the 95% target, with monthly business intelligence reports being sent out with details of all invoices processed.
- 1.2.3 A Balanced Scorecard for the Growth service area is currently under review and will be available for Quarter 2 reporting 2017/18.