

Committee: Performance and Audit

Agenda Item

Date: 15 November 2016

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Title: Quarter 2 Performance 2016/17

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Item for information

Summary

1. This report presents the Q2 results for all quarterly-reported key performance indicators and performance indicators, plus the half-yearly performance indicators.

Recommendations

2. None

Financial Implications

3. There are no financial implications associated with this report.

Background Papers

4. None

Impact

- 5.

Communication/Consultation	None
Community Safety	None
Equalities	None beyond service improvement on the equality and diversity performance indicators
Health and Safety	None beyond service improvement on the health and safety performance indicators
Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

Situation

- 6. Appendix A presents Quarter 2 performance against the 2016/17 targets agreed at Performance and Audit Committee in May.
- 7. Short term and long term trend arrows have now been added to the report. The short term trend compares performance between the current quarter and previous quarter. The long term trend compares the current quarter to an average of the previous four quarters.

Risk Analysis

8.

Risk	Likelihood	Impact	Mitigating actions
That performance indicators will not meet quarterly/ annual targets	2 – The majority of Performance Indicators perform on or above target	3 – In some areas the risk of not meeting targets could impact on areas such as customer satisfaction and statutory adherence to government led requirements	Performance is monitored by CMT and the committee on a quarterly basis. Inclusion of five quarters of data helps identify trends.

- 1 = Little or no risk or impact
- 2 = Some risk or impact – action may be necessary.
- 3 = Significant risk or impact – action required
- 4 = Near certainty of risk occurring, catastrophic effect or failure of project.