

Report

5

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	23 January 2018
Report by:	Executive Director (Finance and Corporate Resources)

Subject:	Annual Performance Report 2016/2017
----------	--

1. Purpose of Report

1.1. The purpose of the report is to:-

- provide the Forum with the Annual Performance Report (APR) 2016/2017

2. Recommendation(s)

2.1. The Forum is asked to approve the following recommendation(s):-

- (1) that the content of the Annual Performance Report be noted.

3. Background

3.1. The Council's first Annual Performance Report (APR) was prepared based on 2011/2012 information and represented the Council's ongoing commitment to continuous improvement in respect of its approach to public performance reporting.

3.2. Since then, the report has been developed and refined, taking into account influences from internal and external sources, including:

- the annual report by Audit Scotland to the Accounts Commission on councils' arrangements for public performance reporting;
- our own performance reporting gap analysis;
- feedback from consultation with the Citizens' Panel on the first APR and on the performance pages on the website;
- research carried out on the PPR material of the Scottish local authorities that scored well in Audit Scotland's assessments ; and
- comments from CMT about our timing of published performance information.

3.3. This report now provides the Forum with the opportunity to consider the APR 2016/2017. Copies have been placed in Elected Member areas in advance of this report coming to Forum today and the document is also available on the Council's website: [Annual Performance Report 2016-17](#)

4. Current Position

4.1. All Council Resources have been involved in bringing together the content of the APR 2016/2017. The focus, at all times, has been to ensure that the information included is not only written in a consistent, interesting and understandable format for the public, but also readily accessible.

- 4.2. In keeping with the Council's shift towards a digital first approach, the focus has been on the electronic version of the APR. This is available on the performance pages of the Council's website to allow our customers and residents to browse the information electronically, which is their preferred option (as per Citizens' Panel consultation 2013 and a survey carried out in 2016). By doing this, we are able to include many hyper-links (identified by coloured text) within the document to signpost readers to additional, relevant information, and comparisons where appropriate, on both internal and external websites. No further hard copies will be printed unless a specific request is received.
- 4.3. In order to gather feedback and improve the APR, a SNAP survey will continue to be embedded within the web document as well as the traditional feedback form.
- 4.4. To complement the APR, a suite of public performance reports is prepared for the website which focus on key areas of Council business. Each report includes a clear presentation of data; targets and narrative to introduce and explain the performance indicators and results; comparisons, customer feedback, satisfaction statistics and links or signposts to further relevant information. These reports were praised by Audit Scotland in their Public Performance Reporting (PPR) assessment in 2015 and by the public in our web testing exercise. Since they were first uploaded (at the end of March 2015) they have attracted thousands of visitors to the performance pages of the website, indicating that there is an audience for the performance information, providing us with a platform on which to report and explain our performance to the public.

5. Public Performance Reporting Assessment

- 5.1. The Accounts Commission (the Commission) has a statutory responsibility to define the performance information that councils must publish for performance comparisons and benchmarking purposes. This is closely linked with the Commission's Best Value audit responsibilities.
- 5.2. Since 2008, the Commission has taken steps to develop a more flexible approach to its statutory responsibility to define the performance information that councils must publish.
- 5.3. The Commission's 2015 Direction sets out a streamlined and more flexible set of performance information for the 2016/2017 financial year and each year through to the financial year ending March 2019. Although the Direction spans three years, the Commission will continue, on an annual basis, to engage with the Local Government Benchmarking Framework (LGBF) Board, monitor the ongoing development of the LGBF, review progress with the LGBF and council's reporting of performance. Details of how the Commission will assess councils' PPR under the new Direction have not yet been finalised.
- 5.4. As noted at 3.2 above, the APR and the Council's approach to Public Performance Reporting continues to evolve in response to user feedback and changing legislative requirements. It is intended that the format of the APR will be reviewed for 2017/2018, with a view to producing a shorter, more accessible document, which communicates key messages through a mix of case studies, infographics, and images. This will ensure the document keeps pace with public expectations and also with the Commission's requirements in respect of Public Performance Reporting.

The APR will continue to be complemented by a suite of performance information on the Council's website.

6. Next steps

- 6.1. The Forum is asked to note the content of the APR 2016/2017 document.
- 6.2. Officers will continue to work closely to complete the public performance reports before the statutory deadline of 31 March 2018.

7. Employee Implications

- 7.1. There are no employee implications relating to this report.

8. Financial Implications

- 8.1. There are no financial implications relating to this report.

9. Other Implications

- 9.1. The work undertaken in the preparation of the APR assists in providing assurance that the Council is responding to its Best Value obligations in terms of continuous improvement and public performance reporting.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.
- 10.2. Consultation took place with Resources on the plans to update our PPR material as well as the content of the APR.

Paul Manning

Executive Director (Finance and Corporate Resources)

22 December 2017

Link to Council Objectives/Ambitions

- Achieve results through leadership, good governance and organisational effectiveness

Previous References

- Report to Performance and Review Scrutiny Forum (4 October 2016): Annual Performance Report 2015/2016
- Executive Committee (6 December 2017): Annual Performance Report 2016/2017

List of Background Papers

- None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

Tom Little, Head of Communications and Strategy

Ext: 4904 (Tel: 01698 454904)

E-mail: tom.little@southlanarkshire.gov.uk