

EAST AYRSHIRE COUNCIL

CABINET – 19 NOVEMBER 2008

PUBLIC PERFORMANCE REPORTING – ANNUAL REVIEW

Report by Executive Head of Finance and Asset Management

1. PURPOSE OF REPORT

- 1.1 To advise Cabinet of the results of the first annual strategic review of Public Performance Reporting.

2. BACKGROUND

- 2.1 The Council's comprehensive Public Performance Reporting strategy was endorsed by Cabinet on 17th December 2007.
- 2.2 Within this report were recommendations to support further reinforcing and improving certain elements in our Public Performance Reporting.
- 2.3 It was agreed that guidance material would be developed which would improve the ease with which services review their Public Performance Reporting annually.
- 2.4 It was further agreed that this guidance would be made available to departments by April/ May 2008, to allow an annual review process to be initiated. This would ensure that we take account of emerging best practice, allowing the Council to refine its approach. This review process would be taken forward through the Officer Working Group on Public Performance Reporting.

3. ACTIONS TAKEN

- 3.1 The Best Value and Performance Section has now drafted the Guidance on Best practice in Public Performance Reporting. The Guidance was prepared by taking account of the 2006 Best Value and Community Planning Audit recommendations, current legislation and Statutory Guidance, best practice research and the results of the 2007 mapping exercise. It also included recommendations for further improvements arising from the strategic review reported to Cabinet in December 2007.
- 3.2 In summary, Public Performance Reporting should:
- adhere to statutory guidance;
 - include consultation with, and reflect the priorities of the general public;
 - explain responsibilities within the Council;
 - include information which is specific to local communities;
 - report beyond Statutory Performance Indicators;
 - be accessible and well presented.

4 FIRST ANNUAL REVIEW – UPDATING THE MAPPING EXERCISE

- 4.1 In July 2007, as part of the development of the strategy, a mapping exercise was completed. The purpose of this was to establish the current scope, content and frequency of Public Performance Reporting throughout the Council. The results of this were published in the Cabinet Report of December 2007.
- 4.2 Sections and services were asked to update last year’s mapping exercise pro forma, detailing specifically any changes or improvements.
- 4.3 There will be a follow-up in the coming year, targeting those service-specific areas that have been identified as weak.
- 4.5 Each service/ section was also asked to provide a list of scheduled Public Performance Reporting for the forthcoming year. This list is available on the Council’s Website. It allows stakeholders, including members of the public, to request or access performance information when it becomes available.

5. SUMMARY OF RESULTS OF MAPPING EXERCISE

- 5.1 A total of 38 mapping exercise pro formas were returned. These are detailed below:

Finance & Asset Management	Corporate Support	Educational and Social Services	Neighbourhood Services
Finance Services Property Services Technical Services Best Value and Performance	Community Planning & Partnership Unit Democratic Services - <i>Customer First Service</i> <i>Commitment & Complaints Services;</i> <i>Administrative Services;</i> <i>PR & Graphics</i> Legal, Procurement and Regulatory Services – <i>Trading Standards;</i> <i>Environmental Health;</i> <i>Civic Government Licensing;</i> IT Personnel Services Planning and Economic Development – <i>Building Standards</i> <i>Development Planning and Regeneration</i> <i>External Funding & Employability Projects – East Ayrshire Woodlands</i> <i>External Funding & Employability Projects – CONDUIT Programme and BTTC</i> <i>Developer Contributions (New Service 06/07)</i> <i>External Funding & Employability Projects – External Funding</i>	Social Work Resources- PPP Unit Community learning and Development Resources – Schools’ Finance Early Education and Childcare Schools Resources – Health and Safety Onsite	Housing Community Safety Refuse collection and Waste Management Building and Works Roads and transportation Arts & Museum Community Recreation Libraries, registration and Information systems Dean Castle Country park Outdoor Amenities Leisure Development

Each service/section was asked to update their pro forma in respect of the Public Performance Reporting that had been carried out in the last year.

Research findings

Q1. Have you identified your stakeholders? If yes, who are they?

All services/sections confirmed that they had identified their stakeholders. In all cases, these stakeholders were both internal and external to the Council. There have been some changes to the make-up of stakeholders in 2008.

Q2. Have you consulted with your service users/ stakeholders to determine what performance information they would want/ need/ find most useful? Do you have any further consultations planned for the next 12 months?

Most services responded that they had undertaken consultation exercises. However, it should be noted that only a small number of these referred specifically to consultation which asked about preferred performance information.

Q3. What methods (media/ format) do you currently use to report on your performance to the public? For each method please detail one example.

Responses to this question were very varied, reflecting the wide range of methods used by services and sections. Examples include committee reports, press releases, meetings/forums, Council website, telephone information lines and leaflets at points of service.

Q4. Please detail any additional or ad hoc Public Performance Reporting that has taken place for your service within previous 12 months.

Again, the majority of services responded that they had employed some techniques in the last year, although it should be noted that these tend to be similar to what had been used previously, reflecting the cyclical nature of many activities. Good examples include information sessions at new schools for parents, the CPPU unit's 'Work that You Do' leaflet and consultation on the Gender Equality Scheme.

Q5. Which Community Planning themes does the performance information reported by your service impact upon?

Little change was reported from the 2007 position.

Q6. Do you have any plans for other specific ad hoc events (which might be deemed to constitute PPR) for the forthcoming 12 months?

When asked this question, 17 services/ sections replied that they would be carrying out ad-hoc events over the next year, 20 said that they would not, and 1 did not respond.

Q7. Are there any inspections/ external audits planned in respect of your service which will be reported on within the next 12 months? If so, when are these reports anticipated? How/ where will the outcomes from these be publicised?

Only a minority of services/sections (7) said that inspections or external audits were planned. A further 4 said that there was a possibility, but that they did not receive significant advance notice of this.

Q8. Does Performance Information that is published/ disseminated by your service always include contact details for people who wish to find out further details?

The other responses to this question indicate that the contact details provided tend to be a generic telephone number or e-mail address for the service, as opposed to a specific named individual (although in the case of Council Committee/ Cabinet reports, an implementation officer is always mentioned).

Q9. Does your service currently provide/ publish any localised breakdown of performance information?

A minority of services (11) reported that they published localised information. Examples included the publication of Establishment Quality and Standards Reports (Early Years), Estate Management Plans and Tenants' Newsletters (Housing).

Q10. Are issues of accessibility taken into account in relation to Public Performance Reporting?

Most services/ sections responded that they would make their performance-related materials available in accessible format 'upon request'. Some services indicate availability of other formats in large print, or in different community languages. Few responses indicated that fully accessible materials are produced as a matter of course.

Q11. Do you report against targets and provide comparative (benchmarking) information?

In terms of responses, 26 services replied that they did do this; a further 12 said that they did not.

5. POLICY, LEGAL AND COMMUNITY PLANNING IMPLICATIONS

- 5.1** The various arrangements the Council has in place in relation to Public Performance Reporting will ensure that the Council continues to meet the requirements of the Local Government in Scotland Act, 2003 and supporting Statutory Best Value Guidance on Measures to Support Public Performance Reporting.
- 5.2** Through developing, implementing and reviewing the Public Performance Reporting Strategy the Council is taking the further action required to fulfil the Statutory Best Value Guidance on Measures to Support Public Performance

Reporting and allows us to respond appropriately to the recommendations relating to Public Performance Reporting contained within the 2006 Best Value and Community Planning Audit report.

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications arising from this report.

7. RECOMMENDATIONS

7.1 The Cabinet is asked to:-

- (i) agree that the next annual review should be carried out in July/ August 2009;
- (iii) otherwise note the terms of this report.

Alex McPhee

Executive Head of Finance and Asset Management

6 November 2008

Background Papers

1. Cabinet Report by the Executive Head of Finance and Asset Management 'East Ayrshire Council Public Performance Reporting Strategy', 17th December 2007
2. Guidance on Public Performance reporting
3. Guidance on Undertaking an Annual Review

Any person wishing to inspect the above background papers or seeking further information on this report should contact Jim Farrell, Performance, Development and Projects Manager (Tel.: 01563 576223)

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