

FINANCIAL QUARTER ONE PERFORMANCE SCORECARD SCRUTINY

1.0 EXECUTIVE SUMMARY

This report presents to the Policy and Resources Committee the financial quarter 1 performance scorecard for the Customer Services Department for their review and scrutiny.

The report recommends that members:

1. Note that the quarterly performance scorecards will be programmed into the Committee's meeting schedule
2. Review performance for the quarter
3. Note that feedback from the Committee Development Day and from the Committee meetings will be used to ensure ongoing improvement to the performance review and scrutiny process.

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2.0 INTRODUCTION

2.1 This report presents performance information for the Customer Services Department for financial quarter 1 to the Committee for review and scrutiny. It asks that committee notes that performance scorecards will be programmed into the quarterly meetings of the Committee. It also provides assurance that the recommendations from the facilitated and interactive session with members on scrutiny at the recent Committee Development Day will be implemented to improve the performance review and scrutiny process on an ongoing basis.

3.0 RECOMMENDATIONS

It is recommended that the Committee:

- 3.1 Reviews departmental performance for financial quarter 1
- 3.2 Notes that the quarterly performance scorecards will be programmed into the Committee's meeting schedule for review and scrutiny
- 3.3 Notes that feedback from the Committee Development Day will be used to ensure ongoing improvement to the performance review and scrutiny process.

4.0 DETAIL

4.1 In order that members have a clear overview of performance, the quarterly performance scorecards will be programmed into the committee schedule for regular performance review by members.

4.2 At the recent Committee Development Day, a specific interactive session was held with members to explore their role in performance review and scrutiny and to identify actions that will support the further development of this. The feedback from the Development Day session will be used to develop further improvement of how information is presented for members to support effective performance review and scrutiny. It will also identify any areas for further member development in this area.

4.4 The role of the Strategic Committee in reviewing performance will strengthen the council's overall approach to performance review and scrutiny, complementing the role of the Performance Review and Scrutiny Committee and Audit.

4.5 The financial quarter 1 Customer Services performance scorecard and commentary is attached for review by the Committee.

5.0 CONCLUSION

5.1 Quarterly performance scorecards will now be brought to the Strategic Committees for review. Feedback from the Committee Development Days will be used to improve the approach to performance review and scrutiny on an ongoing basis.

6.0 IMPLICATIONS

6.1	Policy	None
6.2	Financial	None
6.3	Legal	The Council has a duty to deliver best value under the Local Government Scotland Act 2003.
6.4	HR	None
6.5	Equalities	None
6.6	Risk	Ensuring performance is effectively scrutinised by members reduces reputational risk to the council.
6.7	Customer Service	None

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APPENDICES

Financial Quarter 1 Performance report and scorecard – Customer Services