Item: 5


Performance Monitoring – 1 April to 30 September 2017.

Report by Executive Director of Education, Leisure and Housing.

1. Purpose of Report

To advise on the performance of Education, Leisure and Housing for the reporting period 1 April to 30 September 2017.

2. Recommendations

The Committee is invited to scrutinise:

2.1.

The performance of Education, Leisure and Housing for the reporting period 1 April to 30 September 2017, as set out in sections 5 to 7 and Annexes 1 and 2 of this report.

3. Policy Aspects

The Council’s Performance Management System is underpinned by the Council value of “working to provide better services - to improve the planning and delivery of services”, as outlined in the Council Delivery Plan 2015-2018.

4. Performance Monitoring

The Committee is invited to scrutinise the performance of Education, Leisure and Housing for the reporting period 1 April to 30 September 2017, as set out at sections 5 to 7 below, and at Annexes 1 and 2 to this report.

5. Service Plan – Performance Reporting

The service plan action plan, attached as Annex 1 to this report, provides the detail of the agreed service priorities, as expressed in the service plan, and contains SMART (Specific, Measurable, Attainable, Relevant and Time-bound) targets for the life of the service plan. The service plan action plan also provides the mechanism through which the time-limited aspects of the service plan will be progressed to completion.

6. Service Performance Indicators

Service performance indicators provide the mechanism through which the performance of aspects of the services provided year on year are monitored. The monitoring report is attached as Annex 2.
7. Complaints and Compliments.

7.1.

Table 1 below sets out numbers of complaints and compliments made to Education, Leisure and Housing in the six month period 1 April to 30 September 2017, and for the preceding two six month monitoring periods.

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<tbody>
<tr>
<td>Complaints.</td>
<td>28.</td>
<td>35.</td>
<td>23.</td>
<td>86.</td>
</tr>
<tr>
<td>Compliments.</td>
<td>24.</td>
<td>22.</td>
<td>40.</td>
<td>86.</td>
</tr>
</tbody>
</table>

7.2.

Table 1 above provides raw data on complaints and compliments over three reporting periods for Education, Leisure and Housing. When considering the data within Table 1, it should be noted that the Council has adopted a policy of encouraging staff to record all complaints against the Council through the Complaints Handling Procedure. This includes complaints that are quickly and satisfactorily resolved by the frontline service, thereby enabling the Council to identify any trends that would help to improve the service. As a result of this policy, the number of complaints captured by the procedure has increased across the Council.

7.3.

There is no discernible relationship in terms of the types of complaints received over the monitoring period.

8. Financial Implications

There are not anticipated to be any significant financial implications arising as a result of the report recommendations.

9. Legal Aspects

The Council’s performance management systems help the Council to meet its statutory obligation to secure best value.
10. Contact Officers
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11. Annexes
Annex 1 – Summary of the performance of Education, Leisure and Housing against the targets within its service plan.