

Item: 4

Education, Leisure and Housing Committee: 6 June 2018.

Performance Monitoring.

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 October 2017 to 31 March 2018.

2. Recommendations

The Committee is invited to scrutinise:

2.1.

The performance of Education, Leisure and Housing for the reporting period 1 October 2017 to 31 March 2018, as set out in sections 3 to 5 and Annexes 1 and 2 of this report.

It is recommended:

2.2.

That the action, referred to at section 3.2 of this report, that has been progressed to completion, be removed from the Education, Leisure and Housing Service Plan.

2.3.

That the actions, referred to at section 3.3 of this report, be amended as indicated and thereafter incorporated within the Education, Leisure and Housing Service Plan.

2.4.

That the Education, Leisure and Housing Risk Register, attached as Annex 3 to this report, be approved.

3. Service Plan – Performance Reporting

3.1.

The action plan, attached as Annex 1 to this report, provides the detail of the agreed service priorities, as expressed in the Education, Leisure and Housing 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.

3.2.

Set out below are those service plan actions assessed as Blue within Annex 1, namely those which have been progressed to completion, and are now being recommended for removal from the service plan.

- 05 - Scapa Flow Visitor Centre – To secure funding package to allow project to proceed to construction phase.

3.3.

Set out below are those service plan actions identified as being in need of amendment, for example, by having the target date updated.

- 01 – Early Learning and Childcare – It is proposed that the target date for this action reflects the target date set by Scottish Government, which is August 2020.
- 02 – Review of Learning – It is proposed that the target date for delivering the review of learning be extended to 31 March 2021.

4. 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.

5. Complaints and Compliments.

5.1.

Table 1 below sets out numbers of complaints and compliments made to Education, Leisure and Housing in the six month period 1 October 2017 to 31 March 2018, and for the two preceding six month monitoring periods.

Table 1.	Six months ending 31 March 2017.	Six months ending 30 September 2017.	Six months ending 31 March 2018.	Totals.
Complaints.	35.	23.	21.	79.
Compliments.	22.	40.	18.	80.

5.2.

When considering the raw data within Table 1 above, 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 may increase and that does not necessarily reflect an increase in the number of people contacting the service to express dissatisfaction with the Council.

5.3.

There is an evident relationship in terms of the types of complaints received over the monitoring period, and remedial action is now being taken.

6. Risk Register Review

Managers within Education, Leisure and Housing have recently carried out the annual review and update of the service risk register, along with the list of actions to mitigate these risks. The updated risk register is attached at Annex 3 to this report.

7. Corporate Governance

This report relates to the Council complying with its performance management policies and procedures and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan. That said, service plans are developed taking cognisance of the Council's policies as outlined in the Council Plan.

8. Financial Implications

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

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.

Annex 2 – Summary of the performance of Education, Leisure and Housing against its performance indicator targets.

Annex 3 – Updated Education, Leisure and Housing risk register.