

26 June 2012		ITEM 7
Corporate Overview and Scrutiny Committee		
<b>Overview and Scrutiny Working Group on Performance Management and Reporting to Residents</b>		
Portfolio Holder: Cllr Phil Smith, Portfolio Holder for Central Services		
Wards and communities affected: N/A	Key Decision: N/A	
Accountable Head of Service: Chris Stephenson, Corporate Performance Manager		
Accountable Director: Richard Waterhouse, Director of Transformation		
This report is Public		
<b>Purpose of Report:</b> To update the newly constituted Corporate Overview and Scrutiny Committee Members on the work commissioned by the former committee regarding a Working Group looking at engaging residents in performance management.		

## EXECUTIVE SUMMARY

The previous Corporate Overview and Scrutiny Committee set up a working group of cross party members to look at how officers and Members could engage with residents regarding the performance of the Council.

Constitutionally, this group no longer has authority to continue this work as the former Committee no longer exists in the same format.

This report lays out the constitutional options for the working group in the new municipal year.

### 1. RECOMMENDATIONS:

**That Corporate Overview and Scrutiny Committee:**

**1.1 Notes the format and purpose of the working group**

**1.2 Considers the different options set out within this report and decides on a way forward**

## **2.0 INTRODUCTION AND BACKGROUND:**

2.1 The previous Corporate Overview and Scrutiny Committee set up a working group to engage with local people to understand how and in what format residents would want to be kept informed of how well the Council is performing.

2.2 The working group had a cross party membership and was comprised of Councillor Rob Gledhill (Chair); Councillor Phil Anderson; Councillor Yash Gupta; Councillor Martin Healy; Councillor Shane Hebb (plus one vacancy from the Labour Group).

2.3 The intended outcomes of the working group were:

- Local people feel involved and engaged in the performance management and service delivery of their key public services
- Local people are better informed about the Council's performance against the things that matter to them
- Council's reputation with residents and key users is enhanced
- More people become involved and engaged in the democratic process

2.4 The first meeting of the group took place in February 2012. The group agreed that the work programme would have two phases.

Phase 1 will be about understanding resident perceptions of the service areas that they are concerned about. This will primarily be through a survey questionnaire to residents. This will give a view of the issues that are most important to residents

Phase 2 will involve analysis of the findings from phase 1 with a view to developing a set of local performance indicators that will complement the Corporate and other Scorecards. Phase 2 will also seek to develop a mechanism for reporting back to the public our success against the performance indicators.

2.5 Phase 1 of the work programme was interrupted by the election period.

## **3.0 Constitutional Position**

3.1 Following the appointment of new Members to the Corporate Overview and Scrutiny Committee at Annual Council in May 2012, the Council's Constitution requires the new Committee to decide whether the working group should continue with its original members or whether they would like to nominate new members. This is considering that members from the new Corporate Overview and Scrutiny Committee might wish to become involved. (It should be noted that one member of the new committee was on the original working group).

3.2 It is recommended that if the group is newly constituted that the membership follows the lines of political proportionality of the Committee. At present this is 4 Labour; 2 Conservative.

3.3 There are two suggested options therefore for the Corporate Overview and Scrutiny Committee members to consider:-

**Option 1:** Reconstitute the working group in consultation with group leaders to allow the new Corporate Overview & Scrutiny Committee members the opportunity to sit on the group if they so wish. It is recommended this new working group should follow current political proportionality lines.

**Option 2:** Request members of the original working group commissioned by the previous Committee to continue their work during this new municipal year

#### **4.0 IMPACT ON CORPORATE POLICIES, PRIORITIES, PERFORMANCE AND COMMUNITY IMPACT**

4.1 The Corporate Plan and MTFs sets out the strategic direction of the council, and how it contributes to the delivery of the Community Strategy. In addition, it also addresses how the council will meet the financial challenges in delivering the priorities. The Corporate Scorecard is the key monitoring mechanism for delivery of the 2012-13 aims.

4.2 The work of the working group will support the performance management of the Council and how it measures the performance of the issues that are important to residents.

#### **5.0 IMPLICATIONS**

##### **5.1 Financial**

Implications verified by: **Mike Jones**

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There may be some financial implications involved in the activities associated with the working group, particularly around the communication and engagement methods agreed. This has yet to be determined but it is anticipated that in most cases this will be met by existing budgets.

##### **5.2 Legal**

Implications verified by: **David Lawson**

Telephone and email: **01375 652087** / [dlawson@thurrock.gov.uk](mailto:dlawson@thurrock.gov.uk)

The Constitutional implications are outlined within this report. There are no other legal implications.

### 5.3 Diversity and Equality

Implications verified by: **Samson DeAlyn**

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The aim of the working group, if it continues, is to seek feedback from all sections of the community. This will include a range of stakeholders who are representatives of a broad range of views and communities of interests.

### 5.4 Other implications (where significant) – i.e. Section 17, Risk Assessment, Health Impact Assessment, Sustainability, IT, Environmental

There are no other relevant implications.

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