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**REPORT TO: POLICY AND RESOURCES COMMITTEE ON 14 JANUARY 2019**

**SUBJECT: CHIEF EXECUTIVE'S OFFICE FINAL PERFORMANCE REPORT – APRIL TO SEPTEMBER 2019**

**BY: CHIEF EXECUTIVE**

**1. REASON FOR REPORT**

- 1.1 The purpose of this report is to outline the performance of the service for the period from 1 April to 30 September 2019.
- 1.2 This report is submitted to Committee in terms of Section III (A) (4) and (B) (58) of the Council's Scheme of Administration relating to contributing to public performance reporting and the development and monitoring of the Council's Performance Management Framework .

**2. RECOMMENDATION**

- 2.1 **It is recommended that the Policy and Resources Committee:**
- (i) scrutinises performance outlined in this report;**
  - (ii) notes the actions being taken to seek improvements where required; and**
  - (iii) notes this is the final report following the restructure of the Council's senior management approved in September 2019.**

**3. BACKGROUND**

- 3.1 The revised Performance Management Framework was approved at a meeting of Full Council on 7 August 2019 (paragraph 7 of the Minute refers). As a result, performance will be reported on a 6 monthly basis.
- 3.2 The Policy and Resources Committee at its meeting on 5 November 2013 (item 12 refers) approved the development of a quarterly monitoring document which will provide supporting information for the Performance

Management Framework and 6 monthly performance reports will refer to the document.

- 3.3 The Policy and Resources Committee at its meeting on 4 August 2015 (paragraph 13 of the Minute refers) approved a change to the Chief Executive's performance indicators for 2015/16. These remain unchanged.
- 3.4 The Policy and Resources Committee at its meeting on 7 June 2016 (para 10 of the Minute refers) approved the Chief Executive's Office: Plan 2016-2019.
- 3.5 Refer here to senior management restructure.

#### 4. **SUMMARY OF PERFORMANCE**

- 4.1 The tables below summarise performance: –

##### **Performance Indicators**

<b>Service</b>	<b>No. of Indicators</b>	<b>Green Performing Well</b>	<b>Amber Close Monitoring</b>	<b>Red Action Required</b>	<b>Annual or Data Only</b>
Chief Executive's Office	5	1	0	2	2
<b>Total this period</b>	<b>5</b>	<b>1 (20%)</b>	<b>0 (0%)</b>	<b>2 (40%)</b>	<b>2 (40%)</b>

- 4.2 Performance measurement involves 5 indicators. At the mid-point of the financial year, one of the indicators with set targets was performing well (CEPR02 Proportion of Outsourced Print Room Jobs as a proportion of all Print Jobs).
- 4.3 Three of the Chief Executive's Office indicators are benchmarked against the national framework:
- Complaints received per 1,000 population (CE070)
  - The average time in working days for a full response to complaints at Frontline Resolution stage (CE073)
  - The average time in working days for a full response to complaints at Investigative Stage (CE074)

	<b>Moray Council (2018/19)</b>	<b>Scottish Average (2018/19)</b>
<b>Complaints received per 1,000 population</b>	6.4 per 1,000 population	<b>TBA per 1,000 population</b>
<b>Average time in working days for a full response to complaints at Frontline Resolution stage</b>	4.8	<b>TBA</b>
<b>Average time in working days for a full response to complaints at Investigative Stage</b>	22.2	<b>TBA</b>

	<b>Moray Council (2017/18)</b>	<b>Scottish Average (2017/18)</b>
<b>Complaints received per</b>	5.75 per 1,000 population	11.6 per 1,000 population

<b>1,000 population</b>		
<b>Average time in working days for a full response to complaints at Frontline Resolution stage</b>	4.9	8.3
<b>Average time in working days for a full response to complaints at Investigative Stage</b>	21.9	23.6

- 4.4 The Chief Executive's Office received three complaints in the six month period from 1 April to 30 September 2019. None was upheld

## **5. PERFORMANCE ANALYSIS**

### **Corporate Policy and Community Support**

- 5.1 Performance Management Framework: Revised Performance Management Framework approved by the Moray Council at their meeting of 7 August 2019. The framework was implemented with the support of Heads of Services and the Research and Information Officers.

### **Armed Forces Covenant**

- 5.2 The Armed Forces Covenant Development Officer, funded by the Ministry of Defence's Covenant Fund, has been supporting both Moray Council and Highland Council with fulfilling the government's promise to those serving, past and present that they and their families are guaranteed to be treated fairly.
- 5.3 The post came to an end in December 2019 when the temporary funding ceased. The tasks of the former postholder are being reallocated.

### **Support to the Community Planning Partnership – Developing Locality Plans**

- 5.4 The Local Outcome Improvement Plan (LOIP) identified two areas that would benefit most from Locality Plans: New Elgin East and Buckie Central East. The Community Support Unit (CSU). Locality Plans have been successfully produced in conjunction with the local communities and professionals, and both plans were publicised to the communities at launch events held in each locality; Buckie on 14 August 2019 and New Elgin on 14 September 2019).

### **Community Asset Transfers**

- 5.5 The Community Support Unit (CSU) has been supporting the Asset Management coordinator and local community groups with the transfer of property assets held by the council to the community. This work is being undertaken to meet the requirements of the Community Asset Transfer (CAT) scheme, as mandated in part 5 of the Community Empowerment (Scotland) Act 2015.

- 5.6 The Policy and Resources Committee approved the transfer of Forres Town Hall subject to court consent at their meeting on 2 October 2019.

### **Draft Corporate Plan 2019-24 Engagement Event**

- 5.7 The CSU supported the planning and production of the event which was held on 26 November 2019 at Elgin Town Hall with some 50 participants from a wide range of community groups and organisations.

### **The Scottish Council for Voluntary Organisations (SCVO) Quality Awards**

- 5.8 The CSU also supported six communities achieving a quality award for village halls and community buildings.
- 5.9 The award is designed to give information, support and encouragement to people who run village halls and community buildings. In practice it covers topics including managing people, managing money, managing resources, legislation and regulation.
- 5.10 The successful village halls and community buildings were The Fisherman's Hall, Buckie; Cullen Community and Residential Centre; Elgin Town Hall; Findochty Town Hall; Forres Town Hall and the Longmore Hall, Keith.

### **Complaints**

- 5.11 The Complaints Officer will be responding to the Scottish Public Services Ombudsman consultation on the revised Model Complaint Handling Policy/Procedure due to be introduced in April 2020.

## **6. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

Performance measurement is used to ensure the efficient and sustainable delivery of services to meet the Council's priorities in the Corporate Plan and the LOIP. It has not been possible to report performance as the performance measures, and the framework for reporting still requires engagement and co-operation from the Community Planning partners.

### **(b) Policy and Legal**

None

### **(c) Financial Implications**

None

### **(d) Risk Implications**

None

**(e) Staffing Implications**

None

**(f) Property**

None

**(g) Equalities/Socio-economic Impact**

An Equality Impact Assessment is not needed because the report is to inform the committee on performance.

**(h) Consultations**

Service managers responsible for areas reported are involved throughout the reporting process. There have been no other consultations.

**7. CONCLUSION**

**7.1 The Community Support Unit is making good progress working on implementing the Locality Plans produced with the communities in Buckie Central East and New Elgin. The Community Asset Transfer process is performing as planned, with the town halls and community centres at the heart of the process working well under their new owners.**

Author of Report:

Chief Executive

Background Papers:

Held by Carl Bennett, Research & Information Officer

Ref:

SPMAN-1108985784-183