

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of meeting: 16 February 2009

PART A

AGENDA ITEM

6

Title: PERFORMANCE MANAGEMENT

Report of: Director of Corporate Resources & Governance – Three Rivers D.C.

1. **SUMMARY**

1.1 This report makes proposals for managing the performance of the shared services.

2. **RECOMMENDATIONS**

2.1 That the arrangements for performance management be approved.

Contact Officer:

For further information on this report please contact:

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Report approved by:

Tricia Taylor – Executive Director Resources – Watford B.C.

3. DETAILED PROPOSAL

3.1 At its meeting on 17 December 2008 (Minute JSS16/08 refers), the Committee resolved that at this meeting it would consider arrangements for performance measurement and for oversight and scrutiny by the two Councils of the shared services.

3.2 Officers have prepared a detailed Performance Management Framework. The management summary from that document is attached at Appendix 1.

4. IMPLICATIONS

4.1 Policy

4.1.1 The recommendation in this report is within the policies of the Joint Committee, Three Rivers District Council and Watford Borough Council. The policy is that shared services should achieve service improvements, savings and resilience. The recommendation enables the Joint Committee and the two councils to measure whether these objectives are being achieved.

4.2 Financial

4.2.1 There are no changes to the budget or the efficiency gains already agreed by the Joint Committee, Three Rivers District Council or Watford Borough Council as a result of this report.

4.3 Legal Issues (Monitoring Officer)

4.3.1 The Solicitor to the Council (TRDC) comments that the proposals make adequate provision for the scrutiny of the shared services.

4.4 Risk Management and Health & Safety

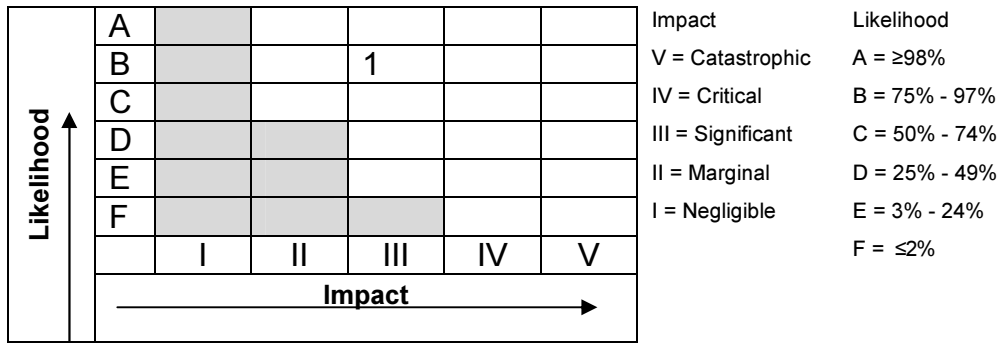
4.4.1 The subject of this report is covered by the shared services service plans. Any risks resulting from this report will be included in the risk register and, if necessary, managed within these plans.

4.4.2 There are no risks to the Joint Committee in agreeing the recommendation.

4.4.3 The following table gives the risk that would exist if the recommendation is rejected, together with a scored assessment of its impact and likelihood:

Description of Risk		Impact	Likelihood
1	There would be no framework for assessing whether the shared services were achieving their objectives	III	B

4.4.4 The above risk is plotted on the matrix below depending on the scored assessments of impact and likelihood. Risks are tolerated where the combination of impact and likelihood are plotted in the shaded area of the matrix. The remaining risks require either monitoring or managing, in which case a treatment plan is prepared.



4.5 **Equalities**

4.5.1 *Relevance Test*

Has a relevance test been completed for Equality Impact? No

There is no proposed change to current policy / service.

4.6 **Staffing, Accommodation, Community Safety, Sustainability & Environment, Communications & Website and Customer Services**

4.6.1 None specific.

Appendices

Shared Services Programme – Performance Management Framework – Management Summary

Background Papers

The following background paper was used in the preparation of this report:-

Shared Services Programme – Performance Management Framework – Version 10.3
11/02/09

If you wish to inspect or take copies of the background paper, please contact:
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