

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of meeting: 7 March 2011

PART A

AGENDA ITEM

5

Title: Performance Management 2010/11

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

1. **SUMMARY**

1.1 This report provides an update on the performance of the shared services in the current year.

2. **RECOMMENDATIONS**

2.1 That the Committee notes this report.

Contact Officer:

For further information on this report please contact:

David Gardner – Director of Corporate Resources & Governance – Three Rivers D.C.

telephone number: 01923 727200

email: david.gardner@threerivers.gov.uk

Report approved by:

Tricia Taylor – Executive Director – Watford B.C.

3. DETAILED PROPOSAL

- 3.1 As requested at the last Joint Committee meeting, the Head of ICT e-mailed members with a link to the Performance Management section of the Shared Services Intranet:-

<http://www.trw-sharedservices.org.uk/ccm/navigation/category.jsp?categoryID=16759008>

This will be populated with the latest performance indicators for each shared service by the close of business on Wednesday 2 March 2011.

This information will also be available at the meeting when heads of service will answer members' questions and detail any remedial action that is being taken to improve any performance which is falling short of target. Emphasis will be placed on exceptions.

- 3.2 Specifically:-

- a) The Head of Revenues and Benefits will update members on the comparisons made between the cost of permanent and agency staff and provide details of renegotiated agency rates.
- b) The Head of Finance will report that bank reconciliations are up to date and that the guidance and processes for closing the 2010/11 accounts have been published.
- c) The Head of ICT will report on progress concerning the infrastructure review, the harmonisation of systems, and the review of staffing arrangements.
- d) The Head of Human Resources will report on any issues arising from the consultation with staff on harmonising terms and conditions of employment.

4. IMPLICATIONS

4.1 Policy

- 4.1.1 The recommendations in this report are consistent with the policies of Three Rivers District Council, Watford Borough Council and the Joint Committee.

4.2 Financial

- 4.2.1 The two councils have agreed the funding requested by the Joint Committee at its last meeting.

4.3 Legal Issues (Monitoring Officer)

- 4.3.1 None specific to this report.

4.4 Risk Management and Health & Safety

- 4.4.1 There are no risks associated with the decision members are being asked to take.

4.5 Equalities

4.5.1 *Relevance Test*

Has a relevance test been completed for Equality Impact? No

There is no proposed change to the shared services.

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

4.6.1 None Specific

Appendices

None

Background Papers

No background papers were used in the preparation of this report.