

## THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of meeting: 10 January 2011

PART A

AGENDA ITEM

# 5

**Title:** Performance Management 2010/11

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

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1. **SUMMARY**

1.1 This report provides an update on the performance of the shared services in the current year and gives details of the Committee's forward budgets.

2. **RECOMMENDATIONS**

2.1 That the Committee notes this report.

2.2 That the Committee informs the two councils of its budgetary requirements.

**Contact Officer:**

For further information on this report please contact:

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**Report approved by:**

Tricia Taylor – Executive Director – Watford B.C.

### 3. DETAILED PROPOSAL

#### 3.1 Members are referred to:-

<http://www.trw-sharedservices.org.uk/ccm/portal/>

The section on performance management will be populated with performance indicators and budget information for each shared service by the close of business on Wednesday 5 January 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 failing short of target. Emphasis will be placed on exceptions.

#### 3.2 Specifically:-

- a) Heads of service will detail forward budgets and proposals for capital expenditure.
- b) The Head of Revenues and Benefits will update members on the service provided to the benefits section by a company employed to handle the backlog of benefit claims, and the outcome of a comparative analysis of workloads and staff costs with comparable authorities.
- c) The Head of Finance will update members on the position concerning reconciliations, the contractual relationship with the provider of the financial management system (COA) and the processes for closing the 2010/11 accounts.
- d) The Head of ICT will report on progress concerning staffing arrangements.
- e) The Head of Human Resources will report on any issues arising from the consultation with staff on harmonising terms and conditions of employment.
- f) An update will also be given on the income management project.

### 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 Budget information will be available as outlined in paragraph 3.1 above.

#### 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.