

THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of meeting: 13 September 2010

PART A

AGENDA ITEM

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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 At its meeting in June, the Committee confirmed the performance indicators that it required. It also agreed the principle that data is collected just once and used many times. It was demonstrated how performance measures would be posted to the shared services website as and when they became available (rather than the reporting being dictated by the committee cycle).

3.2 Members are referred to:-

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

The section on performance management has been populated with performance indicators and budgetary control information for each shared service.

This will 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.

3.2 In addition the following information is attached at Appendix 1:-

- The headline position of services
- The projects that are to be carried out in this financial year. The report provides commentary on progress that is being made, the capacity to achieve the projects included in service plans, and barriers to their completion.

Again, heads of service will answer members' questions at the meeting.

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 monitoring carried out so far this year has not given rise to any variations on forecast out-turn.

4.2.2 In line with both councils' financial planning process, however, work has commenced to identify 10% savings on the Committee's gross expenditure. The councils' chief financial officers have submitted this estimate as being the funding likely to be available to the shared services in accordance with paragraph 4.1 of the Joint Committee Agreement.

4.2.3 Proposals will be reviewed by the Shared Services Management Team and a panel representing officers from both councils, before being presented to the Committee on 22 November 2010.

4.2.4 As the majority of costs relate to employees and ICT systems particular emphasis is being placed on ensuring accurate detailed estimates for these items from which potential savings can be taken.

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

1 Monitoring Report – September 2010.

Background Papers

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