

Agenda Item No: **Report No:**
Report Title: **Annual Performance Report 2013/14**
Report To: **Cabinet** **Date:** **7th July 2014**
Cabinet Member: **Councillor Elayne Merry, Portfolio Holder (Internal Improvement)**
Ward(s) Affected: **All**
Report By: **Nazeya Hussain, Director of Business Strategy and Development**
Contact Officer(s)-
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Purpose of Report:

(1) To seek approval for the Annual Performance Report 2013/14.

Officers' Recommendation(s): That

1 The report be approved for publication both internally and on the website, subject to any minor textual, design changes as agreed by the Director of Business Strategy and Development in consultation with the Cabinet Portfolio Holder.

Reasons for Recommendations

1 To provide a summary of achievements and performance for the financial year 2013/14.

2 Background Information

2.1 Performance management is the process of taking action, based on specific information, to improve results and achieve the Council's strategic goals. Regular monitoring and reporting of progress and performance is a key element of this. It is reliant on good quality data/information, and which supports service improvement, communications/PR, community engagement, effective scrutiny and data transparency.

2.2 Appendix 1 to this report provides a high level summary of progress and performance of the Council over recent years with a particular focus on the financial year 2013/14. An opportunity has been taken to refresh the design and layout of this information.

2.3 The report highlights many of the Council's significant improvement and regeneration projects such as:

- the completion of the rollout of cardboard recycling to all households in the District – the participation rate is now over 80%;
- the completion of Phase 1 of the Nexus Agile Working Project which saw the official opening of the newly refurbished Southover House offices in December 2013 – this had led to a 54.8% reduction in floorspace, 40% reduction in overheads and over 80% customer satisfaction with the new reception services;
- the appointment of three new Strategic Directors, who took up their posts in November 2013, represents a key stage in the Council's business transformation and customer improvement programme;
- confirmation of a significant positive economic and community impact from the Mumford and Sons music festival with over £2 million net benefit to the local economy and widespread public approval.

Financial Appraisal

3 Monitoring and reporting corporate performance information is contained within existing estimates.

Legal Implications

4 Comment from the Legal Services Department is not considered relevant to this routine monitoring report.

Sustainability Implications

5 I have not completed the Sustainability Implications Questionnaire as this report is exempt from the requirement being a routine monitoring/progress report.

Risk Management Implications

Risks identified:- the Council fails to achieve its objectives; weak performance management and data quality arrangements leads to flawed decision-making which may be costly, inefficient or ineffective; poor communication of performance achievements and outcomes.

Risk Mitigation:- effective arrangements are in place to take action to address performance issues; appropriate communication and engagement with key stakeholders and decision-makers regarding performance priorities and measures of success.

Equality Screening

6 An equalities impact assessment is not considered necessary for this routine monitoring report.

Background Papers

7 None

Appendices