

WARNING !
THE DOCUMENT
BELOW IS SCANNED



THEREFORE IT MAY
NOT BE ENTIRELY
ACCURATE.

IF YOU REQUIRE ANY FURTHER
INFORMATION
CONTACT: LINDA NOKES,
CONSTITUTIONAL
INFORMATION ASSISITANT.
CABINET OFFICE
EXT. 3550



**RESOURCES & PERFORMANCE
SCRUTINY & PERFORMANCE PANEL**

4 November 2004

**Agenda
Item**

7

REVISED ANNUAL PROGRAMME OF PERFORMANCE REVIEWS

Ward(s) All

Cabinet Portfolio: Cllr John O'Hare – Deputy Leader

Summary of report:

This report provides an update on the current position regarding progress of Performance Reviews, formally known as Best Value Reviews.

Background papers:

Performance Plan 2004/5 and Report to EMT 2 September 2004.

Reason for scrutiny:

All performance reviews are monitored through the scrutiny function of the council and have a key role in improving council services.

Signed:

Executive Director:

Carole Evans

Date:

23 October 2004

Resource and legal considerations:

Successful performance reviews require significant input of officer and member time to be successful. The corporate performance management unit provides support to all reviews.

Citizen impact:

Performance Reviews are designed to improve services in Walsall and to ensure we provide the best possible performance and customer service.

Performance management:

Service improvements made through Performance Review will support improvements in performance in key performance indicators, thereby contributing to continuous improvement in the Beacon Index.

Vision 2008:

Effective performance reviews contributes to all of the Vision 2008 pledges.

Contact Officer:

Mark Inglis – Scrutiny Manager (2087)
inglism@walsall.gov.uk

1. THE PERFORMANCE REVIEW PROCESS

The Corporate (Best Value) Performance Plan published on 30 June 2004 set out a draft list of services proposed to be reviewed in this financial year. Reviews were originally due to start in June but due to the June elections and recruitment to key Corporate Performance Management posts, there has been an unavoidable delay in commencement. The draft list of services for review as published in the plan is set out below.

Priority	Service area	Directorate
1	Enforcement	Corporate services
2	Social inclusion	Cross directorate
3	Customer access	Corporate services
4	Youth Service	Education and lifelong learning
5	Parent partnership	Education and lifelong learning
6	Libraries	Education and lifelong learning
7	Markets	RHBE
8	Business sector	RHBE
9	Mayoralty	Corporate services

This list was considered by EMT and some amendments were made to reflect the emerging priorities in the Council, and the resources available. The mayoralty has already been reviewed by another process and it was decided not to proceed with enforcement at this time. In addition it was decided that Markets and the Business Sector were of the highest priority and should be started first.

The library service took a view that it had the resources to proceed and were keen to do so. A report back to the relevant scrutiny panel of the review will be presented soon.

Priority	Service area	Directorate	Status
1	Markets	RHBE	Scoping commenced
2	Business sector	RHBE	
3	Social inclusion	Cross directorate	
4	Customer access	Corporate services	
5	Youth Service	Education & lifelong learning	
6	Parent partnership	Education & lifelong learning	
7	Libraries	Education & lifelong learning	Reporting imminent

Work on the review of markets has now commenced.

At present Corporate Performance Management is planning how best to resource the current programme due to the resignation and imminent departure of the current officer responsible for the process.