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# Revised Performance Management Framework

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Committee considering report:	Joint Public Protection Committee
Date of Committee:	14 March 2022
Chair of Committee:	Councillor John Harrison
Date JMB agreed report:	28 February 2022
Report Author:	Alison Beynon/ Rosalynd Gater/ George Lawrence

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## 1. Purpose of the Report

- 1.1 To consider a revised set of Key Performance Indicators (Appendix A) and Measures of Volume (Appendix B) for inclusion in the performance monitoring framework for the 2022/23 Financial Year.
- 1.2 To provide assurance that the priorities set out in the [Public Protection Service Delivery Plan](#) 2021 to 2023 are being managed effectively and to ensure that strong performance is maintained for business as usual activity.

## 2. Recommendations

- 2.1 To **AGREE** a revised of Key Performance Indicators (KPIs) and Measures of Volume (MoV) to support performance management for the 2022/23 financial year.

## 3. Implications and Impact Assessment

Implication	Commentary
<b>Financial:</b>	There are no specific financial implications from this report but it should be noted that the Public Protection Service aims to ensure, wherever possible, that there is a balance and consistency across the partnership areas when delivering services.
<b>Human Resource:</b>	There are no specific personnel implications from this report.  It should be noted that levels of staffing and the nature of that staffing i.e. permanent or temporary appointments, all have an impact on the Public Protection Service's ability to deliver.
<b>Legal:</b>	There are no specific legal implications from this report. The Inter Authority Agreement (IAA) sets out the legal basis for the Public Protection Partnership (PPP) and the Joint Public Protection Committee (JPPC) is responsible for setting strategic direction and overseeing financial and service performance. The production and consideration of this report is a requirement under the IAA.  The functions delegated to the Joint Committee by the Councils have their basis in statute. In this respect many are statutory

	duties placed on the Councils. In some areas (such as food safety and standards, health and safety etc.) there is a high level of prescription about how elements of the service are delivered.		
<b>Risk Management:</b>	<p>The main risks for the Public Protection Service, in relation to performance, is ensuring resource and finance is distributed appropriately across the partnership areas and in line with the agreed percentages, allowing for natural fluctuations in demand.</p> <p>The ability to manage multiple sites and ICT infrastructure is also under regular review. The PPP maintains both a Strategic and Operational Risk Register. Key areas of concern are reported to the Joint Management Board (JMB) and action plans are in place to limit any risks.</p>		
<b>Property:</b>	There are no property implications arising from this report.		
<b>Policy:</b>	The Inter-Authority Agreement (IAA) places a responsibility on the Joint Public Protection Committee (JPPC) to determine service policies and priorities and also to maintain oversight of performance.		
	<b>Positive</b>	<b>Neutral</b>	<b>Negative</b>
			<b>Commentary</b>
<b>Equalities Impact:</b>			
<b>A</b> Are there any aspects of the proposed decision, including how it is delivered or accessed, that could impact on inequality?	✓		<p>Ongoing management and reporting of performance could have the impact of reducing inequality.</p> <p>Any inequality issues reported or identified during this process of gathering the information will be addressed and reported as part of the quarterly performance reporting cycle.</p>
<b>B</b> Will the proposed decision have an impact upon the lives of people with protected characteristics, including employees and service users?		✓	<p>Any inequality issues reported or identified during this process of gathering the information will be addressed and reported as part of the quarterly performance reporting cycle.</p>
<b>Environmental Impact:</b>	✓		Environmental Protection is one of the keep priorities identified in the Delivery Plan and ongoing performance management should help to reduce any negative impact on the environment.
<b>Health Impact:</b>	✓		There are a number of strands within the Delivery Plan aimed at improving health

				outcomes for residents. Ongoing reporting on performance should help to improve health outcomes for residents.
<b>ICT or Digital Services Impact:</b>		✓		Branding on a range of documents and references to Wokingham BC will need to be amended on the PPP website and templates.
<b>PPP Priorities :</b>	✓			Ongoing monitoring of performance will help to underpin both PPP priorities and business as usual activities.
<b>Data Impact:</b>		✓		Data is handled in accordance with the Councils data protection policies and the prevailing legislation.
<b>Consultation and Engagement:</b>	Staff have been engaged in the development of this framework. Members at Bracknell attended a priorities workshop.			
<b>Other Options Considered:</b>	N/a			

## 4. Background

- 4.1 At the 12 June 2017 Joint Public Protection Committee (JPPC) meeting Members agreed a template for performance monitoring based on the then Business Plan which required the Committee to be updated on an annual basis on a range of performance issues. Prior to this performance monitoring was based on legacy arrangements from each of the three partner authorities (Bracknell Forest, Wokingham Borough and West Berkshire Councils). In addition the Inter Authority Agreement (IAA) sets out the financial governance requirements for the Public Protection Partnership (PPP).
- 4.2 At the 18 September 2018 JPPC meeting Members agreed that Key Performance Indicators (KPIs) pertaining to three areas set out in the IAA (Schedule 5) were no longer necessary as they were covered by the work linked to the Core Priorities. These were:
- Decreasing the level of detriment suffered by residents;
  - Increasing levels of compliance in critical areas; and
  - Preventing residents from harm through expanding the use of social media and key communication channels.
- 4.3 The Committee agreed that only two Key Performance Indicators outlined in the IAA should be specifically retained namely:
- Effective budget management and use of resources, and;
  - Maintain high levels of customer and business satisfaction.
- 4.4 A revised Delivery Plan which set out the planned output of the service under the themes of Prevention, Intelligence and Enforcement to address issues of priority and concern was adopted at the 13 December 2021 JPPC meeting. It was also agreed that the priorities would be applied from April 2022 to the new two authority shared service and where appropriate to the Traded Services provision with Wokingham.

- 4.5 As part of this work it was also agreed that the performance monitoring framework would be reviewed to ensure that it supported the revised [Delivery Plan](#) and the [PPP Strategic Assessment](#) which was agreed by the JPPC in June 2021.
- 4.6 It should be noted that the PPP Joint Management Board (JMB) will continue to review performance information on a monthly basis. Quarterly reports will be presented to the Joint Public Protection Committee.

## 5. Concluding Observations

- 5.1 With the implementation of the new two authority service, the introduction of new IT software, the Traded Service agreement with Wokingham Borough Council and the adoption of the revised Delivery Plan and Strategic Assessment it was deemed to be a prudent time to revisit the performance framework for the service. The Management Team therefore considered the existing key performance indicators and measures of volume to ensure that the framework supported the revised focus and associated decision making of the Service.
- 5.2 It is proposed that the revised framework will come into effect for the 2022/23 reporting cycle.

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## 6. Appendices

- 6.1 Appendix A – Revised Key Performance Indicators
- 6.2 Appendix B – Revised Measures of Volume.

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## 7. Background Papers:

- 7.1 None

### Subject to Call-In:

Yes: ☒ No: ☐

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|--|--------------------------|
| The item is due to be referred to Council for final approval   | <input type="checkbox"/> |
| Delays in implementation could have serious financial implications for the Council   | <input type="checkbox"/> |
| Delays in implementation could compromise the Council's position   | <input type="checkbox"/> |
| Considered or reviewed by Overview and Scrutiny Management Committee or associated Task Groups within preceding six months | <input type="checkbox"/> |
| Item is Urgent Key Decision  | <input type="checkbox"/> |
| Report is to note only   | <input type="checkbox"/> |

**Wards affected:** All Wards

**Officer details:**

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Name: Alison Beynon/ Rosalynd Gater/ George Lawrence  
Job Title: Team Manager (Case Management)/ Team Manager (Commercial)/  
Team Manager (Residential)  
Tel No: 01635 519123/01635 519098/01635 519163  
E-mail: [Alison.Beynon@westberks.gov.uk](mailto:Alison.Beynon@westberks.gov.uk)/  
[Rosalynd.Gater@westberks.gov.uk](mailto:Rosalynd.Gater@westberks.gov.uk)/ [George.Lawrence@westberks.gov.uk](mailto:George.Lawrence@westberks.gov.uk)

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