

CABINET
14 DECEMBER 2017**BALANCED SCORECARD PERFORMANCE AND
CORPORATE RISK UPDATE**

Relevant Cabinet Member

Mrs K May

Relevant Officer

Director of Economy and Infrastructure

Recommendation

- 1. The Cabinet Member with Responsibility for Transformation and Commissioning recommends that Cabinet:**
 - (a) notes the refresh of the Corporate Balanced Scorecard to reflect the new Corporate Plan;**
 - (b) receives the latest update of the Corporate Balanced Scorecard for Quarter Two 2017/18, noting the 25 indicators rated as 'green' and considers actions being taken to improve performance for the 5 indicators rated 'red' where there has been an update in Quarter Two 2017/18; and**
 - (c) notes the latest refresh of the Corporate Risk Register including actions to mitigate the two risk areas that are rated 'red'.**

Corporate Balanced Scorecard

2. The Corporate Balanced Scorecard is the means of understanding progress against the Council's Corporate Plan. The Scorecard contains a range of indicators linked to key priorities and themes. Many measures are long-term and may be affected by a wide range of factors, some of which are outside the direct control of the Council.
3. The attached Appendix contains an overview of performance for Quarter Two 2017/18. Currently there are 73 indicators reported in the Scorecard. 25 of these are rated 'green' representing good performance or progress, and 9 are rated as 'red'. Out of the 9 performance indicators that are currently assessed as 'red', 5 have had a performance update in Quarter Two 2017/18, and are detailed within the attached Appendix. The 5 indicators assessed as red following an update this quarter are:
 - Older People Funded in Permanent Care Home placements
 - Adults with a learning disability in paid employment
 - Satisfaction with the local area as a place to live
 - Performance Reviews completed

- Financial savings achieved (Transformation Programme).

Corporate Risk Register

4. The Corporate Risk Register provides a mechanism for collating and reporting risks that could affect the delivery of corporate objectives. In April 2017 the Council adopted an electronic risk register tool to hold in one place all the major risks identified by individual Directorates and major projects. A scoring system is used to rate individual risks. This allows risks to be ranked and provides a view of the highest risks identified across the organisation. At the end of Quarter Two 2017/18 there were 160 individual risks entered in the risk register of which 9 were identified as high/"red" risks.

5. The attached Appendix provides an overview of risks identified at the end of Quarter Two 2017/18, and more detail about the highest risks. As individual risks recorded in the new risk register are much more specific than the more generic corporate risks reported previously, they have been grouped for the purposes of reporting here. The nine highest risks can be grouped into two risk areas:

- Children's Social Care – risks around safeguarding children which are being addressed by the Council's Improvement Plan
- Adult Social Care – risks around increasing demand and related pressures in the overall health and social care system.

6. The Appendix provides more detail about these risks and details of the steps in place to mitigate them.

Legal, Financial and HR Implications

7. Any Legal, Financial or HR implications arising from the performance reported here will be addressed as part of the programme of work on those specific areas. The Council's risk management processes include a focus on specific Legal, Financial and HR risks arising from its work. These risks and the action to address them are detailed in risk registers held across the organisation.

Privacy and Public Health Impact Assessments

8. There are no Privacy or Public Health implications from this report. Where performance data indicates there may be Public Health implications these will be reviewed as part of the performance monitoring cycle.

Equality and Diversity Implications

9. Any Equality and Diversity implications arising from the performance reported here will be addressed as part of the programme of work on those specific areas.

Supporting Information

- Appendix - Quarter Two 2017/18 Balanced Scorecard Performance Summary Dashboard Report and Corporate Risk Dashboard

County Council Contact Points

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Specific Contact Points for this report

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Background Papers

In the opinion of the proper officer (in this case the Director of Economy and Infrastructure) there are no background papers relating to the subject matter of this report.