

BARNESLEY METROPOLITAN BOROUGH COUNCIL

**North Area Council:
17th November 2014**

Agenda Item 8

**Report of the
North Area Council
Manager**

Service Monitoring and Evaluation Role**1. Purpose of Report**

- 1.1 The Area Council Terms of Reference have been revised and amended. However the Area Council retain a responsibility to monitor progress of area based services both internally and externally. This report asks Members to consider a structured process for this and to identify services areas to review.

2. Recommendation

- 2.1 It is recommended that the Area Council note that the Terms of Reference have been amended and were approved at Cabinet on the 22nd October 2014. This is covered in more detail later in the agenda but have implications on the Area Council responsibilities in terms of borough wide service monitoring, evaluation and improvement.
- 2.2 It is recommended that Members give consideration to a structured process for reviewing and monitoring services.
- 2.3 It is recommended that the Area Council agree two service areas of interest. These services will be invited to attend a separate workshop.

3.0 Introduction and Context

- 3.1 At the Area Council meeting on the 21st of July attendees had an opportunity to discuss the 'Performance Management and Monitoring Role of the Area Council' framework as recommended by Michael Potter. Members were also asked to give consideration to the service areas they would like to review.
- 3.2 The amendments to the Terms of Reference means that the Area Council's responsibility in terms of borough wide service monitoring, evaluation and improvement have changed. The key points are listed below:
- To influence the planning of internal and external services provided on a Borough-wide basis.
 - To request reports as appropriate on area-based service activity from internal or external providers.
 - To consider local issues identified by Members about the delivery of area-based services and those Borough-wide services provided locally, and identify issues for attention or action, including reference to the Overview and Scrutiny Committees where strategic or policy issues are raised.
 - To monitor the performance of services commissioned from the Area Budget in relation to the Area Council's priorities and desired objectives / outcomes.

3.3 A workshop was held on the 28th October to identify service areas that the Area Council may wish to receive information from. Those in attendance were asked to note the following key points that should help this process from April 2015.

- Service Performance Data to be standardised
- Business modelling and planning will identify gaps
- More consistent data should be available from April 2015 – Future Council
- Challenging and reviewing existing performance in relation to their areas.
- Identify areas for improvement through the use of area and ward based community intelligence.
- Review the work of partner agencies such as GPs, schools, Berneslai Homes, in relation to their area and wards within.
- Building in performance and review processes and milestones to track the progress of commissioned services, to ensure that they have delivered the agreed outputs and outcomes.

3.4 Attendees at the workshop identified the following service areas for consideration:

- Clinical Commissioning Group
- Planning
- Berneslai Homes – Environmental Focus
- Local Development Frameworks - Local Plan

4.0 Monitoring Progress and Challenging Performance

4.1 Due to the demands of the Area Council Commissioning, to date the performance monitoring role has not been progressed. However a structured Service Monitoring Process will need to be adopted to ensure that Area Council commissioned services and borough-wide services are monitored in a systematic way. The Area Manager would value Member input into this process.

4.2 It is proposed that Members consider the list of services above and prioritise 3 key areas for the North Area Council to evaluate and challenge over the coming months.

5.0 Challenges

5.1 This will be a new way of monitoring progress and challenging performance for different service areas. It is important to work with the services in the process to help achieve improvements for the area.

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30th October 2014