

# BARNSELY METROPOLITAN BOROUGH COUNCIL

North East Area Council

1<sup>st</sup> December 2016

Report of North East Area Council Manager

Agenda item: 4

## Performance Management Report

### Recommendations

It is recommended that:

**Members note the contents of the Performance Management Report attached at Appendix 1.**

#### 1. Background

A comprehensive North East Area Council Performance Report has been produced, and is attached at Appendix 1.

#### 2. Performance Management Report

**Part A** of the North East Area Council Performance report provides the North East Area Council members with an aggregate picture of how all the North East Area Council contracted services have, and continue, to contribute to the achievement of each of the North East Area Council's agreed outcomes and social value objectives this financial year.

The information provided in Part A reflects information gathered from contract and service level agreements that have started this financial year.

#### Contracted Service Providers:

- |                            |  |
|----------------------------|--|
| • Barnsley Community Build | Apprentices and Employability Project.         |
| • Kingdom Security Limited | Environmental Enforcement                      |
| • C and K Careers          | Summer Internship                              |
| • Fit Me                   | Health and Wellbeing                           |
| • QDOS                     | Healthy Lifestyle working with Primary Schools |

#### Service Level Agreement:

- BMBC-Safer Communities Service –Providing a Private Sector Housing Management service
- Enforcement and Community Safety

Additionally the Key Performance Indicators with regard to `Changing the relationship between the Council and the Community` across the North East Area Council have also been recorded.

**Part B** provides the North East Area Council members with a summary performance management report for each of the contracted services, and the Service Level Agreement. The report provides RAG (red, amber, green) ratings, plus updated information from all North East Area Council Providers, following submission of their quarterly reports and subsequent quarterly contract monitoring and management meetings.

In addition to the information provided in the summary reports, more detailed information is available if required, including case studies, and some performance data on a ward basis.

### **3. Performance Report –Issues**

The Members are asked to note that the North East Area Council contracts and the Service Level Agreement with BMBC's Safer Communities Service continue to perform satisfactorily with no significant issues identified.

#### **Appendix 1:**

December 2016 North East Area Council Performance Management Report

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**1<sup>st</sup> December 2016**