

<b>Governance and Resources Scrutiny Commission</b> 20 <sup>th</sup> February 2017 <b>Performance Review</b>	Item No <b>5</b>
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## Outline

This performance review discussion aims to establish the approach that should be taken for overview and scrutiny in conducting performance monitoring of a service provision. The aim of G&R's work is to establish if the performance monitoring information used by the responsible officer and Executive enables them to identify the risks, meet service users' needs and carry out service improvements.

The Commission selected a small number of service areas for review to look at what performance information was available and monitored by the Council in relation to that service provision.

The service areas selected for this meeting are:

HR                    **Cllr Williams and Tim Shields)**  
Complaints        **(Cllr Taylor and Tim Shields)**

In addition to the performance information for the service area the Commission asked the Cabinet Member and Group Director (responsible for the service areas below) the following questions:

1. What information the Council holds about the performance of this service area?
2. How does the Cabinet Member assess the risks and what information is used to identify potential performance issues from the monitoring information available?
3. What information is used by the service area to improve the performance of the service?

## Action

The Commission is requested to note the presentation and ask questions.