

Risk 4	Failure to achieve a performance culture throughout the Council
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Impacts														
Missed Opportunities	Management distraction	Service Disruption	Impaired Performance	Breach of Contract/asset loss	Staff morale	Govt. Intervention	Financial Cost	Damaged Reputation	Health and Safety	Inefficiency	Strategy change	Impact	Probability	Lead Officer
■	□	■	■	□	■	□	■	□	■	□	H	M	Head of Policy, Performance & Communication	

Causes	Mitigating Controls	Control Owner	Effectiveness (H/M/L)
Recent improvements as demonstrated by KPIs is not sustained and the change process impacts on performance.	Monthly Performance Board provides forum for regular review by senior management. Key responsibility of Corporate Management Team to provide leadership.	Head of Policy, Performance & Communication	H
	External challenge being embraced through regular liaison with external and internal audit	Head of Policy, Performance & Communication	H
	Revised probability score		L
	Revised impact score		M

Action #	Specific Action	Required Outcome	Milestone date	Member/Officer Accountable	Management Response
1	Project plans to be developed to improve Use of Resources Scores	All KLOE rated at least 3	self assessment early 2008	Head of Finance	Project Management in Place
2	Direction of Travel Self Assessment	Gap analysis undertaken identifying areas for improvement	Feb-08	Head of Policy & Performance	Impressive pace of change achieved
3	Generate Performance Framework	new performance indicators, establish local indicators and KPIs.	Jan-08	Head of Policy & Performance	Completed along with LAA
4	Establish performance clinics	Performance data and information revied with CEX/Directors and heads of service	start clinics in jan-08	Head of Policy & Performance	to commence July 08
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Early Warning Indicator	Description of Early Warning Indicator / Source of Assurance	Monitored By ?	How often is indicator monitored / assurance required?
1	Monthly reporting of KPIs	H of S, Eds, PH	Monthly
2	Failure to meet target or indicator off profile	Performance Team	Improvement plans requested & monitored
3	Direction of Travel assessment		Impressive pace of change achieved
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