

Report to: **Overview & Scrutiny Committee**

Date: **27 February 2018**

Title: **Q3 Performance Measures**

Portfolio Area: **N/A**

Wards Affected: **All**

Relevant Scrutiny Committee:

Urgent Decision: **N** Approval and clearance obtained: **Y / N**

Date next steps can be taken:
(e.g. referral on of recommendation or implementation of substantive decision)

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Recommendations:

That Members note the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the background and the exception report.

1. Executive summary

Performance measures for Quarter 3 have continued at a high level with the only measures at 'red' for this quarter, being a newly implemented measure and target.

Percentage of calls answered in 20 secs is just below the target level for the quarter but has seen a consistent improvement and some months within the target range.

A new measure has been added, splitting out the online submissions for Benefits claims into New Claims, and Change of Circumstances. A target of 25% has been set for Changes of Circumstances which is much higher than the current level but channel shift activities have been delayed to the

end of the year so whilst there is some improvement it is unlikely to reach the target until Quarter 1 18/19.

The compliment process which gives some structure to their recording and enables us to simply report out numbers of compliments and the type to managers and team leaders. The numbers will be captured in this report with the text of the compliments available separately.

2. Background

The Balanced Scorecard has suffered from scope creep over the years where some measures are reported to Committee for interest rather than to fulfil a scrutinising role and generates questions rather than helps to provide answers. The new web-based performance dashboards provide monthly information up-to-date information to provide context against the report that comes to Committee and access to a much larger range of data to access if desired. There is a downloadable app from the council catalogue for Pentana (the new name for Covalent), or it can be accessed from swdevonpentanarpm.uk

3. Outcomes/outputs

Appendix A is the balanced scorecard – this contains the high level targeted performance information.

Appendix B is an information and exception report. This contains the data only performance information for context and the detail of the targeted measures which have fallen below target in the quarter being reviewed.

Appendix C contains the description of the targets chosen for the Balanced Scorecard

4. Options available and consideration of risk

Dashboards can be tailored by type, interest or area. We have created a customer contact centre dashboard, a planning and planning enforcement dashboard, and a replica of the information that forms part of this report. Other dashboards can be created to explore other areas of concern/interest.

5. Proposed Way Forward

- 1) The Balanced Scorecard and background report as shown in the Appendices are approved.

2) Members view dashboards online and consider what other information they would want to be shown through the dashboards.

6. Implications

| Implications | Relevant to proposals Y/N | Details and proposed measures to address |
|--|---------------------------|---|
| Legal/Governance | N | Whilst there are no statutory performance measures anymore, some are still reported nationally. We collect these in the same format as required to improve consistency. Other measures are to improve efficiency or to understand workload. |
| Financial | N | |
| Risk | Y | Poor performance has a risk to the Council's reputation and delivery to our residents. These proposals should give Scrutiny the ability to address performance issues and develop robust responses to variation in delivery |
| Comprehensive Impact Assessment Implications | | |
| Equality and Diversity | N | |
| Safeguarding | N | |
| Community Safety, Crime and Disorder | N | |
| Health, Safety and Wellbeing | N | |
| Other implications | N | |

Supporting Information

Appendices:

Appendix A – Corporate Balanced Scorecard
 Appendix B – Background and Exception Report
 Appendix C – Corporate Balanced Scorecard Targets

Background Papers:

None