

Report to: **Overview & Scrutiny (Internal)**

Date: **18th April 2017**

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:

1. Members note the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the background and the exception report.
2. Members review the online dashboards: these include ones for O&S, Planning, and the CST, and feedback on any changes or requests for additional information.

1. Executive summary

Performance measures for Quarter 3 have continued their upward trajectory improving slightly compared with the previous quarter and no measure at 'red' for this quarter.

Due to lead times this report is presented later than normal but the most up to date data is available on the online dashboards.

The new dashboards have been developed in conjunction with Cllr Edmonds to display information in an easy to understand, graphical way. These are available online from any web-enabled device and can be used

to monitor performance in between the O&S reporting cycle. There is a regular update of the previous month's figures that occurs by the 3rd Wednesday of the month, for SLT to keep on top of performance issues.

The performance of the transactions on the website continues to improve well above the early 20% target. Over a quarter of Workflow360 transactions came in online during Quarter 3 and with the implementation of the new website and simplified customer journeys in March over 36% of Workflow360 processes are now being received that way. The portions of the DFG processes (Disabled Facilities Grants) completely under our control were turned around the same working day as applications were received during Quarter 3.

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.

The T18 measures were becoming less useful at this stage of the programme with little change each quarter. They have been replaced with a section on online uptake that will focus on online transactions and will be extended in the coming quarters in line with the new website and the improved data available on its uptake.

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

Process checklist	Completed
Portfolio Holder briefed	Yes
SLT Rep briefed	Yes
Relevant Exec Director sign off (draft)	No
Data protection issues considered	Yes
If exempt information, public (part 1) report also drafted. (Committee/Scrutiny)	NA