

**Report to:** Overview and Scrutiny Panel

**Date:** 3 May 2018

**Title:** Q4 2017/18 Performance Report

**Portfolio Area:** Strategy & Commissioning

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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.**

## **Executive summary**

- 1.1. Measures for Quarter 4 have maintain their good level of performance in most areas.
- 1.2. Q4 performance had 3 measure at 'Red': Missed bins per 100,000, and % of Benefits Change of circumstances submitted online, a new measure to capture online take up, and % of calls answered in 20 secs.
- 1.3. The measure of '% of calls answered in 20 secs' acts as a proxy to show how often there are no, or very few, calls waiting in the queue so is very sensitive to higher than usual call volumes.
- 1.4. New dashboards have been developed to display information in an easy to understand 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 3<sup>rd</sup> Wednesday of the month, for SLT to keep on top of performance issues.
- 1.5. There is a downloadable app from the council catalogue to take you to the portals or you can access them from any computer through a new URL: [swdevon.pentanarpm.uk](http://swdevon.pentanarpm.uk)

## **2. Background**

- 2.1. The current set of indicators came from a review of all Performance measures which was undertaken by a Task & Finish Group. The format has changed to allow better viewing in black & white and to include target information to provide context.
- 2.2. The balanced scorecard had four areas including information about the T18 Programme. The programme has moved past the active project management phase so these measure are less informative and new measures will continue to be developed focusing on online transactions and uptake of online services.
- 2.3. The new web-based performance dashboards provide monthly up-to-date information to provide context against the report that comes to Committee and gives access to a much larger range of data if desired.

## **3. Outcomes/outputs**

- 3.1. **Appendix A** is the balanced scorecard – this contains the high level targeted performance information.
- 3.2. **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.
- 3.3. **Appendix C** contains the description of the targets chosen for the Balanced Scorecard
- 3.4. **Appendix D** contains the planning data that goes to DM committee

3.5. Covalent Dashboards are accessed via a web-link and users have access to more than one dashboard. All the dashboards can be 'drilled into' for more information and they can be viewed on any web-enabled device, smartphone or ipad.

#### 4. **Options available and consideration of risk**

4.1. O&S reporting could be dealt with completely through dashboards or in conjunction with reports, with the report element focusing on other areas such as management comments rather than data.

#### 5. **Proposed Way Forward**

5.1. Feedback from Members is encouraged to improve dashboard usability and usefulness to aid Members fulfil their scrutiny role. Further training sessions will be organised and communicated through the Member bulletin.

#### 6. **Implications**

<b>Implications</b>	<b>Relevant to proposals Y/N</b>	<b>Details and proposed measures to address</b>
Legal/Governance	N	Whilst there are no longer statutory performance measures, some measures are still reported nationally. We collect these in the same format as required to improve consistency. Other measures aim to improve efficiency & understand workload.
Financial	N	There are no direct financial implications of the contents of the report
Risk	Y	Poor performance has a risk to the Council's reputation and delivery to our residents. These proposals should give the Scrutiny Committee the ability to address performance issues and develop robust responses to variation in delivery
<b>Comprehensive Impact Assessment Implications</b>		
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 – Explanation of targets
- Appendix D – Planning Performance Indicators

### **Background Papers:**

None