

Report to: **Overview & Scrutiny Committee**
Date: **26 February 2019**
Title: **Quarter 3 Performance Measures**
Portfolio Area: **N/A**

Wards Affected: **All**

Relevant Scrutiny Committee: N/A

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)

Author: **Jim Davis** Role: **Specialist – Performance & Intelligence**

Contact: **EXT:1493**
Email: jim.davis@swdevon.gov.uk

Recommendations:

That Members note:

- 1. the performance levels against target communicated in the Balanced Scorecard and the performance figures supplied in the background and the exception report.**
- 2. the proposed format and give consideration and approval of the new format**

1. Executive summary

Performance measures for Quarter 3 have generally continued at a high level with only 2 measures at 'red' for this quarter.

The % of Benefits change of circumstances completed online has taken a dip this quarter but changes are already underway to increase the uptake

and therefore speed of completion for customers submitting changes of circumstances. Calls answered in 20 seconds has been improving and was above target level for December and is approaching target for the quarter.

A low level of complaints was maintained for the quarter. Sickness levels are higher than previous quarters, but this is a similar trend that is seen in previous years, and the average for the year to date is still significantly lower than the public sector average.

A new format for displaying performance reports is attached for consideration, to better show trends within the data. It is graphically based and as such contains a lot more information than the text based report, with data going back up to three years. It is designed to be viewed online as the online page enables access to all the data behind the charts. Adoption of this approach would be coupled with a simpler narrative report, similar to the final column on the current background report whilst retaining the exception report format.

Live O&S dashboard can be viewed at:

<https://swdevon.pentanarpm.uk/portalgroups/view/3843/wd-o-s>

Note: Pentana has rebranded as Pentana Risk but the software remains the same.

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. There is an ongoing review of performance indicators that are considering the Council Strategy and current emphasis on Customer Service. There is a downloadable app from the council catalogue for Pentana (the new name for Covalent), or it can be accessed from swdevon.pentanarpm.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 – Updated with information on the reason for certain targets

Appendix D is the Development Management measures

Appendix E is a screen shot view of the graphical report format

4. Options available and consideration of risk

Dashboards can be tailored by type, interest or area. We have updated the customer contact centre dashboard, a planning and planning enforcement dashboard, and 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 consider the proposed report format and corresponding dashboard online and consider whether the format offers an improvement over the current format.

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
- Appendix D – Development Management Measures
- Appendix E – Screen Shot view of the graphical report format

Background Papers:

None