

**Report to:** Overview and Scrutiny Panel

**Date:** 24<sup>th</sup> November 2016

**Title:** Q2 2016/17 Performance Report

**Portfolio Area:** Strategy & Commissioning

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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 new online dashboards: these include ones for O&S, Planning, and the CST, and feedback on any changes or requests for additional information.

**Executive summary**

- 1.1. Performance measures for Quarter 2 have stayed relatively consistent with the previous quarters but with a marked improvement in the benefit processing speed noted.
- 1.2. Q2 performance was below target for Average call answer time and complaints response speed. More detail about these measures can be found in the exception report (Appendix B).
- 1.3. Issues with Devon County data collection means recycling figures are not available, more detail and most up to date figures are available on the online dashboards.
- 1.4. Planning determination performance in Q2 was above target for all types of applications for the third successive quarter continuing the above target performance into the new financial year.
- 1.5. New dashboards have been developed to display information in an easy to understand way.
- 1.6. 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.

- 1.7. A new online solution for benefits claims has been implemented and the improvement in the figures for the quarter has continued.

## **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 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.
- 2.3. Attached to the report are the new dashboards for the CST and Planning which give access to a wide range of information that is updated monthly and accessible to all Members.
- 2.4. The planning dashboard is split into three pages covering planning performance, planning enforcement and planning appeals

## **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** shows the data available on the CST Dashboard
- 3.5. **Appendix E** shows the data available on the Planning Dashboard
- 3.6. 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.
- 3.7. The new online benefits software, is now transforming the way new benefit claims are dealt with, with change of circumstances live too. Final automatic integration with W2 should be completed soon.

## **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. The first dashboards are available for Members to view and consider what other information they would want to be shown.
- 5.2. 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.
- 5.3. Members consider whether these reports continue to be presented in a paper format or just viewed online with supplementary information supplied in a report format that could be provided as part of the papers to Committee or accessible as a link on the portal online.

## 6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
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	

### Appendices:

- Appendix A – Corporate Balanced Scorecard
- Appendix B – Background and Exception Report
- Appendix C – Explanation of targets
- Appendix D – CST Dashboard
- Appendix E – Planning Dashboard

