

Report to: Overview and Scrutiny Panel

Date: 19 January 2017

Title: Performance Dashboards

Portfolio Area: Strategy & Commissioning

Author: Jim Davis, Specialist - Performance & Intelligence

Presented by: Cllr Michael Hicks

Recommendations:

That Members review the online dashboards: these include ones for Planning, and the CST, and feedback on any changes or requests for additional information.

Executive summary

- 1.1. New dashboards have been developed to display information in an easy to understand way.
- 1.2. 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.
- 1.3. The O&S dashboard is being populated with information that replicates the current O&S background report and will be completed in time for the Panel to discuss on the 19th January.

2. Background

- 2.1. 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.
- 2.2. The ultimate aim is to deliver better access to performance data whilst reducing the effort required to collate it.

3. Outcomes/outputs

- 3.1. **Appendix A** Covalent User guide shows how to login to the online dashboards

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. The O&S dashboard will be ready for preliminary comments for the 19th January
- 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
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	
Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	

Other implications	N	
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Supporting Information

Appendices:

Appendix A – Covalent User Guide

Background Papers:

None