Scrutiny review of Performance Indicators – Corporate Business Scrutiny Committee

Review Findings

1.1 **Purpose:** To review the relevance of the council's performance indicators and to determine if any new measures need to be introduced to help support the delivery of the council's priorities.

1.2 **Introduction:** Each scrutiny committee appointed a review team to scrutinise their basket of performance indicators. The team worked alongside the Performance Team, with technical support from service teams, to consider different options.

1.3 Background information was provided for each scrutiny committee as follows:

➤ How to establish good performance indicators
➤ The different types of performance indicators available
➤ Terms of reference of each scrutiny committee
➤ The current basket of performance indicators for each committee

1.4 **Scrutiny focus:** Each review team asked the following questions:

1. Are there any measures in the current performance indicator set that you find unhelpful? If yes could we amend or remove them?

2. Are there areas based on your committee's terms of reference and council priorities that are not covered by a performance measure? If 'yes' would be it beneficial to have a measure?

   A further question you may ask is 'What do I need to know in my role as scrutiny member to make sure things are getting better in the council?

3. Can measures from the LGA 'LG Inform' performance system be utilised? Are any relevant to what you would like to measure?

Corporate Business Scrutiny Committee		
Review Team Members	Councillor Geoffrey Williamson	
	Councillor Edward Bedford	
	Ceridwen Pettit - Corporate Planning and Performance Manager	
	Karl Chui - Performance Officer	
Number of review meetings held	4	Thursday 25 July
		Thursday 27 August
		Wednesday 11 September
		Thursday 26 September
Total number of Performance Indicators relevant to Corporate Business Scrutiny's terms of reference **pre review**	22 (76 indicators in total across the council, inclusive of unit cost measures)	

1.5 Corporate Business Scrutiny Review Recommendations - Summary:

1. All performance indicators were felt to be current and relevant, apart from the following which have been proposed for deletion from Corporate Business Scrutiny's basket of indicators:

   ➢ Commitment compared to profile - maintenance - EHPI 7.35

   ➢ Buildings accessible to people with a disability – EHPI 156

2. The format of the scrutiny healthcheck reports are updated to show two years of trend data to assist performance analysis (see illustrative graph below).

**EHPI5.2a % of complaints about the Council and its services that are upheld: 1st stage –
THIS IS A MINIMISING INDICATOR**
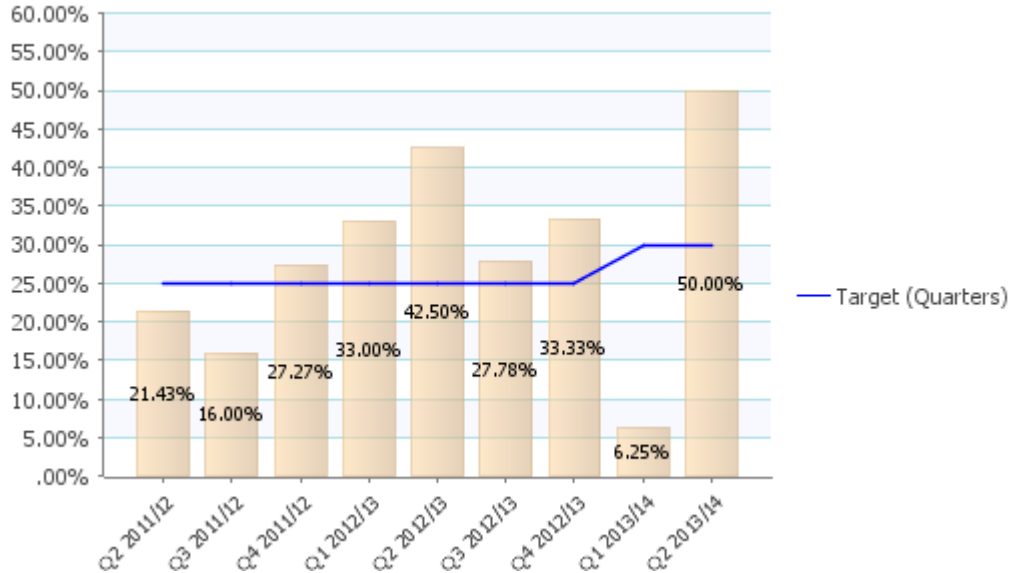
3. Wording is added to all indicators in the indicator title section indicating whether it is a minimising or maximising measure.

4. The new unit cost measure for the Leisure Service be supported.

5. That sickness data measures (EHPI 12a, EHPI 12b and EHPI 12c) are only reported to Corporate Business Scrutiny when performance is off target and do not form part of their basket of measures, as they are already reported to Human Resources Committee.

6. Members were keen that further measures be provided regarding the Revenues service and IT and support the introduction of ten measures as follows:

   ➢ **Council tax collection, % of current year liability collected** - this indicator will measure the % of 'in year' collectable debit, actually collected. The indicator will be measured monthly

➢ **NNDR (Business Rates) collection, % of current year liability collected** - this indicator will measure % of 'in year' collectable debit, actually collected. The indicator will be measured monthly

➢ **EHPI 9.1** - Percentage availability of core systems during supported hours

➢ **EHPI 9.2** - Percentage Resolution of Incidents Within 4 Hours

➢ **EHPI 9.3** - Percentage Reduction in the Number of Incidents

➢ **EHPI 9.4** - Percentage of Calls Abandoned on ICT Service Desk

➢ **EHPI 9.5** - Percentage of Calls Resolved at First Point of Contact

➢ **EHPI 9.6** - Satisfaction with ICT Services

➢ **EHPI 9.7** - Delivery of Key ICT Projects

➢ **EHPI 9.8** - Delivery of Key Milestones in the ICT Strategy

7. Members would like to utilise one of the measures available on the LG Inform performance system, in respect to *Council tax average band D tax bill - amount paid to local services (excl parishes).* However the review team note officer advice regarding this measure and therefore propose it is tested in the first part of 2014/15 following completion of the council's Residents Survey, before making a final decision.

8. Lastly Members supported the recommendation made by the Community Scrutiny review team that an additional reference paper to the Healthcheck report be added, setting out a more detailed description of each performance indicator.

Full details on the review team's comments and recommendations can be found in **Essential Reference Paper 'C' and Essential Reference Paper 'D'**.

1.6 Scrutiny Review Conclusion:

If Corporate Business Scrutiny Committee support the review team's findings and recommendations:

➢ The number of indicators relevant to Corporate Business Scrutiny will increase to 26 (this takes account of the deletion of five measures and the introduction of 10 new measures).

➢ The proposed changes will be incorporated into the 2013/14 Performance Indicator Estimate and Future Targets report, for Executive to consider in March 2014, in preparation for 2014/15.