



Havering
LONDON BOROUGH

VALUE OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:

Corporate Performance Indicators (Value)

CMT Lead:

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Policy context:

*The report sets out the Council's
corporate performance indicators that
relate to the Value Goal in the
Corporate Plan for 2012/13 and 2013/14*

SUMMARY

This report provides a graphical illustration of trends over 2012/13 and 2013/14 for the Council's corporate performance indicators that relate to the Value Goal in the Corporate Plan, as requested by Members of Value Overview & Scrutiny Committee on 28 November 2013.

RECOMMENDATIONS

Members are asked to review the report and note its content.

REPORT DETAIL

At Value Overview & Scrutiny Committee on 28 November 2013, Members received the Quarter 1 and Quarter 2 Corporate Performance Reports, which had been to Cabinet in September and November 2013. These reports provide a snapshot of performance in time. Members asked if more detail could be provided for the Value corporate performance indicators, in the form of actual numbers, trend and benchmarking data. This data is provided in Appendix 1.

Benchmarking data

All benchmarking data has been sourced from London Authority Performance Solution (LAPS) data. Facilitated by London Councils, the LAPS project aims to share, compare and analyse local performance data collected by London Boroughs on a quarterly basis. This data is provided on a voluntarily basis, with a proviso that the data is made available for INTERNAL USE ONLY and is not published. To ensure the benchmarking data is as meaningful as possible, our statistical nearest neighbour according to ONS (Bexley) and our geographical nearest neighbours (Redbridge, Barking & Dagenham and Newham) have been highlighted.

The latest benchmarking data for Quarter 2 2013/14 has been used, except for the Council Tax and NNDR collection rates where Q4 2012/13 provides a more meaningful end-of-year comparison; and Speed of processing new Housing Benefit only claimants and Speed of processing changes in circumstances of Housing Benefit only claimants where Q1 2013/14 is the latest comparative data (as it is always a quarter behind).

It is important to note that since the abolition of the National Indicator Set in 2010, most performance indicators are collected on a local basis and therefore methodologies may differ slightly.

IMPLICATIONS AND RISKS

Financial implications and risks:

Adverse performance for some Corporate Performance Indicators may have financial implications for the Council. Whilst it is expected that targets will be delivered within existing resources, officers regularly review the level and prioritisation of resources required to achieve the targets agreed by Cabinet at the start of the year.

Legal implications and risks:

Whilst reporting on performance is not a statutory requirement, it is considered best practice to regularly review the Council's progress against the Corporate Plan.

Human Resources implications and risks:

There are no specific Human Resources implications.

Equalities implications and risks:

The following Corporate Performance Indicators could potentially have equality and social inclusion implications if performance is not at an acceptable level:

- CS3 Speed of processing new HB/CTB claimants
- CS4 Speed of processing changes in circumstances of HB/CTB claimants
- CS7 % of Corporate complaints completed within 10 days
- CS10 % of Member/MP enquiries completed within 10 days
- CI1 Sickness absence rate per employee (days)
- CS21 % customer satisfaction with the Contact Centre

The commentary for each indicator provides further detail on steps that will be taken to improve performance.

BACKGROUND PAPERS

The Corporate Plan 2011-14 and 'Plan on a Page' 2013-14 are available on the Living Ambition page on the Havering Council website at:

<http://www.havering.gov.uk/Pages/Campaigns/living-ambition-our-20-year-vision.aspx>

The appendix to this report is exempt from publication, in accordance with our Memorandum of Understanding with London Councils that other London Boroughs performance data will not be published.