VALUE OVERVIEW & SCRUTINY COMMITTEE

REPORT

24 November 2011

Subject Heading:	Corporate Performance Report 2011/12 – Quarter 2
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Policy context:	Living Ambitions Goal - Value

SUMMARY

This report sets out the Council's performance against the Living Ambition Goal - **Value** for Quarter 2 of 2011/12.

RECOMMENDATIONS

That Value Overview &Scrutiny Committee note the contents of the report.

Background

Following the abolition of the national performance framework at the end of 2010, and the requirement for local authorities to report on a statutory set of National Indicators, the Council undertook a comprehensive review of all indicators on Havering Performs and, in consultation with Services, rationalised the number that will continue to be collected locally.

This resulted in a much revised list of indicators, including a core set of **85** indicators that will be reported quarterly, where possible, and at the end of the year to CMT and Members.

The Corporate Performance Report 2011/12 - Quarter 2 was circulated to Members w/c 21st November 2011. This report focuses specifically on those indicators which are measuring our performance against the Living Ambition Goal – **Value**.

There are 12 indicators listed under the Goal – **Value**; and nine indicators have been given a RAG (Red/Amber/Green) rating this quarter. Those indicators without a RAG rating include:

• No target – there are two indicators where it was not considered relevant to set a target but Quarter 2 data is included for information purposes.

• Data unavailable – there is one indicator where Quarter 2 data is not available.

Value Indicators that are 'Red'

Indicator	Quarter 2 Target	Quarter 2 Performance	Comments
% of corporate complaints not completed within 10 days	10%	34.65%	A new MS Dynamics CRM system for recording and monitoring Corporate Complaints was implemented at the end of June. All Services went "live" on 22nd June. Although this went well, there were a few teeting problems. These have now been resolved; however there are still various pockets of training needs across the organisation. As a result performance has decreased slightly this quarter by approx 5% compared to last quarter.
% of Member/MP enquiries still outstanding after 10 days	10%	16.53%	A significantly higher number of enquiries were logged in Quarter 2 compared to Quarter 1, and this will have impacted the % of those still outstanding after 10 days.

% of calls abandoned in queue	14%	21%	The service is still undergoing major change which is impacting on performance. Despite this, there has been significant improvement on Quarter 1.
% PASC visitors seen within 15 minutes	79%	64%	
Speed of processing changes in circumstances of HB/CTB claimants (days)	9 days	14.22 days	The service is still undergoing major change which is impacting on performance. In addition, a new work stream has been introduced by the Department of Work and Pensions which has increased the amount of work. Despite this, there has been improvement on Quarter 1. Performance continues to be closely monitored.
Time taken (days) to process Housing Benefit/Council Tax Benefit new claims and change events	11 days	15.60 days	

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no specific financial implications or risks to report at this point, but clearly some adverse activity in Quarter 2 e.g. around sickness absence and Housing Benefit/Council Tax Benefit could have financial implications if ongoing.

Legal implications and risks:

There are no legal implications or risks.

Human Resources implications and risks:

There are no HR implications or risks.

Equalities implications and risks:

There are no equalities or social inclusion implications or risks.

BACKGROUND PAPERS

Appendix 1: Corporate Performance Report 2011/12 – Quarter 2 (Value)