
**ONESOURCE JOINT
COMMITTEE**

18 October 2019

Subject heading:

oneSource Performance Indicators,
Q1 report

Report author and contact details:

Liz Carswell, Head of Business
Development

Financial summary:

Not applicable

SUMMARY

The list of oneSource Performance Indicators was provided as part of the 'Providing Quality Assurance and Performance Management of service delivery' report that was agreed at Joint Committee in July 2019. The Committee asked that the indicators be reported to the Joint Committee and partner Councils on a quarterly basis. This report presents to the Committee the Performance Indicators for the first quarter: April - June 2019.

RECOMMENDATIONS

1. To note the oneSource Performance Indicators Q1 report attached at Appendix 1.

REPORT DETAIL

1. Background

- 1.1. The Shared Service recognises the need to provide assurance that priorities and performance standards are being met, and services are aligned to each Council's strategic objectives. Performance reporting in oneSource is aligned to the refreshed performance mechanisms in Newham Council, and the reporting procedures in Havering and Bexley

Councils. This ensures that the 'golden thread' pulls through from the Corporate Priorities and Improvement Plan to the Service Plans.

1.2. Current performance information is based on performance indicators as set out in each of the services' service plan and the key strategic indicators agreed by Joint Committee. These indicators are reported to the Management Team and are provided quarterly to the Section 151 officers.

2. Performance Indicators

2.1. As part of our commitment to both transparency and good governance, and to align to the Councils' priorities, the Shared Service utilises a number of different mechanisms to establish good service delivery and quality assurance of which the Performance Indicators form one strand.



2.2. There are four key strategic performance indicators that were previously identified by the Joint Committee as the key priorities for the shared services and are reported on an annual basis.

- Customer satisfaction
- Savings achieved
- Council Tax collection (LBH only)
- NNDR collection

2.3. Underpinning this are operational performance indicators that are specific to the service area. These performance indicators were agreed by Directors and the respective Councils from the Service Plans 2019-20.

2.4. There are 51 indicators for Newham, 60 indicators for Havering and 8 for Bexley. This is due to the provision of services that are only provided to a particular council, which are listed below:

- Passenger Transport (LBH only)
- Technical Services (LBH only)
- Projects and Programmes (LBN only)
- Council Tax and Benefits (LBH only)

2.5. Only parts of Strategic Finance and Exchequer and Transactional are provided to Bexley Council, therefore performance indicators are provided in relation to this.

2.6. Information on all indicators is provided but reported by exception, with the performance information focussing on:

- Reasons for level of performance
- Identifying differences between targets and achievements
- Outlining the remedial actions to mitigate areas of poorer performance

Legal implications and risks: Not applicable

Financial Implications and risks: Not applicable

HR Implications and risks: Not applicable

Appendices:

- **oneSource Performance Information Quarter 1 (April – June 2019)**

Background Papers: None