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## ONESOURCE JOINT COMMITTEE

7 February 2020

**Subject heading:**

oneSource Performance Indicators,  
Q2 report

**Report author and contact details:**

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**Financial summary:**

Not applicable

### SUMMARY

The list of oneSource Performance Indicators for 19/20 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 second quarter: July - September 2019.

### RECOMMENDATIONS

1. To note the oneSource Performance Indicators Q2 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. There are four key strategic performance indicators 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

- 2.2. 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.

- 2.3. There are 120 indicators for oneSource, comprising of 51 for Newham, 60 for Havering and 9 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)

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

- 2.5. Information on all indicators measured is provided within the report, with further exception reporting for Amber and Red rated indicators focussing in greater detail 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 2 (July - September 2019)**

## **Background Papers**

**None**