

ONESOURCE JOINT COMMITTEE

30th April 2021

Subject heading:

oneSource KPI framework and
performance measures 2021-22

Report author and contact details:

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Financial summary:

Not applicable

SUMMARY

Key to one source delivery is the need to provide assurance that priorities and performance standards are being met, and services are aligned to each Council's strategic objectives.

A revised KPI Framework has been created to group one source measures in a way that enables clear oversight and assessment of one source performance and direction of travel. The one source KPIs have been refreshed, ensuring that the performance measures are aligned to priorities for partner boroughs and for one source.

RECOMMENDATIONS

1. To note and agree the oneSource KPI framework and performance measures for 2021-22

REPORT DETAIL

1. Background

1.1. Key to one source delivery is the need to provide assurance that priorities and performance standards are being met, and services are aligned to each Council's strategic objectives.

1.2. A KPI Framework has been created to group one source measures in a way that enables clear oversight and assessment of one source performance and direction of travel. The one source KPIs have been refreshed, ensuring that the performance measures are aligned to priorities for partner boroughs and for one source.

1.3. Performance reporting in one source will continue to be aligned to reporting procedures in Newham and Havering Councils.

2. KPI framework

- 2.1 A KPI Framework has been created to group one source measures in a way that enables clear oversight and assessment of one source performance and direction of travel. The new framework focuses on 4 key areas:



- 2.2 The one source KPIs have been reviewed and refreshed for 2021-22 and aligned to both the priorities of the partner boroughs, and to the priorities outlined in the one source strategy. The performance measures and management information provided here have been identified by one source directors as key to monitoring and reporting on to the Joint Committee.
- 2.3 There are currently four key strategic performance indicators identified by the Joint Committee as the key priorities for the shared services and these are reported on an annual basis.
- Customer satisfaction
 - Savings achieved
 - Council Tax collection (LBH only)
 - NNDR collection
- 2.4 The performance and quality framework is currently being updated, and will include a governance chart that clearly identifies performance measures owners, forums reported to, and frequency. A performance and management information register will ensure that the measures are current and accurate.
- 2.5 A new dashboard reporting format is currently being developed, that will be used to report on performance over the next year and will be available at the next Joint Committee.
- 2.6 The presentation at Appendix 1 (One Source KPI Framework and Performance Measures 21-22) lists the performance measures and management information for 21-22 and includes a preview of the new dashboard reporting format.

Legal implications and risks: Not applicable

Financial Implications and risks: Not applicable

HR Implications and risks: Not applicable

Appendices:

1. One Source KPI Framework and Performance Measures 21-22