ONESOURCE JOINT COMMITTEE

Subject heading:	One Source performance measures register for 2021-22, and new performance report format.
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Financial summary:	Not applicable

SUMMARY

Key to one source delivery is the assurance that priorities and performance standards are being met. The one source performance and governance framework includes a revised KPI framework. This includes a performance and management information register, and new report format. The aim of these are to enable clear oversight and assessment of one source performance and direction of travel.

The Performance report for Q1 (April – June) will be presented at the next Joint Committee meeting, and will be reported quarterly thereafter. In the meantime, and as promised at the Joint Committee in April 2021, the Committee is presented with the complete performance and management information register (see appendix 1), which lists all the current performance measures reported to Joint Committee, with performance measure owners.

In addition, an example version of the revised reporting format is presented in appendix 2, which provides a refreshed, more dynamic and more readable report.

RECOMMENDATIONS

1. To note and agree the updated oneSource performance measures for 2021-22.
2. To note the new performance report format.

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.

2.   KPI framework - performance measures register

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:

Quality	Monetary	Speed	Volume

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 have been identified by one source directors as key to monitoring and reporting on to the Joint Committee.

2.3   The performance and management information register provided in Appendix 1 provides the suite of performance measures and the performance measures owners. This will be continually maintained, to ensure that the measures are current and accurate.

3.   KPI framework - new reporting format

3.1   An example version of the new Performance report is attached at Appendix 2. The data shown in this report is for illustrative purposes only, and is not reflective of the latest performance information. The Performance report for Q1 will be presented at the next Joint Committee.

3.2   The layout of the new report retains the previous years' portrait template, but presents much of the data in a new 'dashboard-style' format, developed to introduce more content and commentary on performance that is more reflective of the customer perspective.

3.3   The report follows a 'modular' design and is arranged into two primary divisions: (1) Summary Reports; and (2) Detailed Reports. The majority of report changes appear within the summary reports, although some stylistic revisions have also been made to the detailed reports.

    (1) The Summary Reports

- **Section 1** - introduces the report and includes some explanatory notes to assist the reader.

- **Section 2** - contains the Director's introduction and presents an overview of one source KPI performance across a range of 20 metrics, collated into one of four categories: QUALITY, MONETARY, SPEED and VOLUME.

- **Section 3** - focuses on the one source overall RAG rating and Direction of Travel data

- **Section 4** - gives the borough specific KPI performance, as per Section 2

- **Section 5** - presents the dashboard-style performance measures and gives a brief overview commentary by Directorate

- **Section 6** - displays the borough Scorecard of Directorate performance measures

(2) <u>The Detailed Reports</u>

- As with previous reports, this Section provides detailed data and commentary by Directorate for performance measures RAG rated either Amber of Red.

3.3 Direction of Travel (DoT) indications have undergone a significant change for this year's report and are now more meaningful, in that the DOT reflects whether performance has got better or got worse, instead of whether the value or number has risen or declined. This change has been made because performance for some measures improves as the value goes down, rather than up, and vice-versa.

3.4 RAG ratings contained in this year's report have undergone a minor change for this year's report, in that a rating is now provided for Cumulative indicators compared to the same period of the previous year, rather than the succeeding quarter, used for Continuous indicators.

3.5 In general, the report length is slightly shorter than previous reports and shifts the overall focus on providing a better mix and depth and detail, plus more explanatory commentary on performance.

Legal implications and risks: Not applicable

Financial Implications and risks: Not applicable

HR Implications and risks: Not applicable

Appendices:
1. **One Source performance measures register 21-22**
2. **One source performance reporting format 21-22 – example report**