



one source
Performance
Measures Register

one
source

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Directorate Performance Measures

Havering



Quality	1
Percentage of accurate payroll payments	1
Speed	4
Offer letter and subject to contract issued - within 7 days	1
Percentage of debt collected (by volume) - in 90 days	1
Time taken to process Housing Benefit (change of circumstances) - average no. of days	1
Time taken to process Housing Benefit (new claims) - average no. of days	1
Monetary	4
Percentage of Council Tax collected	1
Percentage of debt collected (by value) - in 90 days	1
Percentage of suppliers paid - within 30 days	1
Percentage of NNDR collected	1
Grand Total	9

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
Council Tax & Benefits	1	Percentage of Council Tax collected	Chris Henry
	2	Time taken to process Housing Benefit (new claims) - average no. of days	
	3	Time taken to process Housing Benefit (change of circumstances) - average no. of days	
People Transactional Services	4	Percentage of accurate payroll payments	James Cocks
	5	Offer letter and subject to contract issued - within 7 days	
Revenues & Finance Transactional Services	6	Percentage of suppliers paid - within 30 days	Dave Gibbs
	7	Percentage of debt collected (by value) - in 90 days	
	8	Percentage of debt collected (by volume) - in 90 days	
	9	Percentage of NNDR collected	

Directorate Performance Measures

Newham



Quality	1
Percentage of accurate payroll payments	1
Speed	2
Offer letter and subject to contract issued - within 7 days	1
Percentage of debt collected (by volume) - in 90 days	1
Monetary	3
Percentage of debt collected (by value) - in 90 days	1
Percentage of suppliers paid - within 30 days	1
Percentage of NNDR collected	1
Grand Total	6

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
People Transactional Services	1	Percentage of accurate payroll payments	James Cocks
	2	Offer letter and subject to contract issued - within 7 days	
Revenues & Finance Transactional Services	3	Percentage of NNDR collected	Dave Gibbs
	4	Percentage of suppliers paid - within 30 days	
	5	Percentage of debt collected (by value) - in 90 days	
	6	Percentage of debt collected (by volume) - in 90 days	

Directorate Performance Measures

Havering



Quality	2
Customer satisfaction rating - percentage	1
System availability - % of total time	1
Speed	1
Percentage of projects completed on time - % of total projects completed	1
Volume	5
Number of cyber security incidents reported to the ICO	1
Number of Fault Tickets raised (+ FT ratio - per employee)	1
Number of major impact incidents	1
Number of Service Requests raised (+ SR ratio - per employee)	1
Technology adoption ratio - per employee	1
Grand Total	8

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
ICT	1	Number of cyber security incidents reported to the ICO	Jagdeep Nagra
	2	Number of major impact incidents	
	3	Percentage of projects completed on time - % of total projects completed	
	4	System availability - % of total time	
	5	Technology adoption ratio - per employee	
IT Servicedesk	6	Customer satisfaction rating - percentage	
	7	Number of Fault Tickets raised (+ FT ratio - per employee)	
	8	Number of Service Requests raised (+ SR ratio - per employee)	

Directorate Performance Measures

Newham



Quality	2
Customer satisfaction rating - percentage	1
System availability - % of total time	1
Speed	1
Percentage of projects completed on time - % of total projects completed	1
Volume	5
Number of cyber security incidents reported to the ICO	1
Number of Fault Tickets raised (+ FT ratio - per employee)	1
Number of major impact incidents	1
Number of Service Requests raised (+ SR ratio - per employee)	1
Technology adoption ratio - per employee	1
Grand Total	8

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
ICT	1	Number of cyber security incidents reported to the ICO	Jagdeep Nagra
	2	Number of major impact incidents	
	3	Percentage of projects completed on time - % of total projects completed	
	4	System availability - % of total time	
	5	Technology adoption ratio - per employee	
IT Servicedesk	6	Customer satisfaction rating - percentage	
	7	Number of Fault Tickets raised (+ FT ratio - per employee)	
	8	Number of Service Requests raised (+ SR ratio - per employee)	

Directorate Performance Measures

Havering



Quality	2
Customer satisfaction rating (PTS) - percentage	1
Level of RIDDOR reporting	1
Speed	3
Percentage of FM compliance inspections completed on time - % of total inspections scheduled	1
Percentage of responsive repairs attended by contractor on time - %	1
Timely response to H&S Notices & Serious Incidents - % of responses made within time	1
Volume	1
Vacancy rate - percentage of vacant assets within portfolio as a % of whole	1
Monetary	7
Annual commercial income – contracted rent receivable (x £million)	1
Annual commercial income – contracted rent received (x £million)	1
External income generated (gross) - £million	1
Other capital programme expenditure v budget (x £million)	1
Romford market income forecast -v- actual (x £thousand)	1
School expansion programme expenditure v budget (x £million)	1
School maintenance programme expenditure v budget (x £million)	1
Grand Total	13

Havering



Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
FM	1	Percentage of FM compliance inspections completed on time - % of total inspections scheduled	Colin Stanford
	2	Percentage of responsive repairs attended by contractor on time - %	Ivano Spiteri
H&S	3	Level of RIDDOR reporting	Sue Wilks
	4	Timely response to H&S Notices & Serious Incidents - % of responses made within time	
Property	5	Annual commercial income – contracted rent receivable (x £million)	Lynn Wilkinson
	6	Annual commercial income – contracted rent received (x £million)	
	7	Vacancy rate - percentage of vacant assets within portfolio as a % of whole	John Walsh
8	Romford market income forecast -v- actual (x £thousand)		
Technical Services	9	School expansion programme expenditure v budget (x £million)	Gary Moreland/Danielle McCarthy
	10	School maintenance programme expenditure v budget (x £million)	
	11	Other capital programme expenditure v budget (x £million)	Ian Saxby/Danielle McCarthy
Transport	12	Customer satisfaction rating (PTS) - percentage	Stan Brewster
	13	External income generated (gross) - £million	

Directorate Performance Measures

Newham



Quality	1
Level of RIDDOR reporting	1
Speed	3
Percentage of FM compliance inspections completed on time - % of total inspections scheduled	1
Percentage of responsive repairs attended by contractor on time - %	1
Timely response to H&S Notices & Serious Incidents - % of responses made within time	1
Volume	1
Vacancy rate - percentage of vacant assets within portfolio as a % of whole	1
Monetary	5
Annual commercial income – contracted rent receivable (x £million)	1
Annual commercial income – contracted rent received (x £million)	1
Other capital programme expenditure v budget (x £million)	1
School expansion programme expenditure v budget (x £million)	1
School maintenance programme expenditure v budget (x £million)	1
Grand Total	10

Newham



Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
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	2	Percentage of responsive repairs attended by contractor on time - %	Ivano Spiteri
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Property	5	Annual commercial income – contracted rent receivable (x £million)	Lynn Wilkinson
	6	Annual commercial income – contracted rent received (x £million)	
	7	Vacancy rate - percentage of vacant assets within portfolio as a % of whole	
P&P	8	School expansion programme expenditure v budget (x £million)	Zoe Power/Mike Webb
	9	School maintenance programme expenditure v budget (x £million)	
	10	Other capital programme expenditure v budget (x £million)	

Directorate Performance Measures

Havering  

Quality	2
Customer Satisfaction Rating oneSource	1
OVERALL Quality of legal decision making	1
Speed	4
Average time to complete planning agreements	1
Average time to obtain care orders	1
OVERALL Timely provision of legal advice & conduct of litigation	1
OVERALL Timely review and drafting of documents	1
Monetary	2
Savings on external Barristers & Solicitors through LBLA framework	1
Spend on external Barristers & Solicitors through LBLA framework	1
Grand Total	8

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
LEGAL SERVICES	1	OVERALL Quality of legal decision making	Jo Swinton-Bland
	2	OVERALL Timely provision of legal advice & conduct of litigation	
	3	OVERALL Timely review and drafting of documents	
Planning	4	Average time to complete planning agreements	
Community Team	5	Average time to obtain care orders	
Cross Service	6	Customer Satisfaction Rating oneSource	
	7	Spend on external Barristers & Solicitors through LBLA framework	
	8	Savings on external Barristers & Solicitors through LBLA framework	

Directorate Performance Measures

Newham 

Quality	2
Customer Satisfaction Rating oneSource	1
OVERALL Quality of legal decision making	1
Speed	4
Average time to complete planning agreements	1
Average time to obtain care orders	1
OVERALL Timely provision of legal advice & conduct of litigation	1
OVERALL Timely review and drafting of documents	1
Monetary	2
Savings on external Barristers & Solicitors through LBLA framework	1
Spend on external Barristers & Solicitors through LBLA framework	1
Grand Total	8

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
LEGAL SERVICES	1	OVERALL Quality of legal decision making	Jo Swinton-Bland
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Cross Service	6	Customer Satisfaction Rating oneSource	
	7	Spend on external Barristers & Solicitors through LBLA framework	
	8	Savings on external Barristers & Solicitors through LBLA framework	

Directorate Performance Measures

Havering  

Quality	2
Customer Service	1
Percentage of Procurement projects on track - % of total in-progress	1
Speed	1
Number of Contracts awarded on time	1
Volume	2
Number of Procurement projects completed	1
Number of Procurement projects in progress	1
Monetary	2
Saving Plans	1
Savings % against Procurement value	1
Grand Total	7

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
Strategic Procurement Unit	1	Customer Service	Rose Younger
	2	Number of Contracts awarded on time	
	3	Number of Procurement projects completed	
	4	Number of Procurement projects in progress	
	5	Percentage of Procurement projects on track - % of total in-progress	
	6	Saving Plans	
	7	Savings % against Procurement value	

Directorate Performance Measures

Newham 

Quality	2
Customer Service	1
Percentage of Procurement projects on track - % of total in-progress	1
Speed	1
Number of Contracts awarded on time	1
Volume	2
Number of Procurement projects completed	1
Number of Procurement projects in progress	1
Monetary	2
Saving Plans	1
Savings % against Procurement value	1
Grand Total	7

Directorate Data Owners

Service Area	Measure No.	KPI Performance Measure	Data Owner
Strategic Procurement Unit	1	Customer Service	Rose Younger
	2	Number of Contracts awarded on time	
	3	Number of Procurement projects completed	
	4	Number of Procurement projects in progress	
	5	Percentage of Procurement projects on track - % of total in-progress	
	6	Saving Plans	
	7	Savings % against Procurement value	

Directorate Performance Measures

Havering



Quality	2
Percentage of Council employees that are Agency workers - % of total workforce	1
Percentage of new Apprenticeship starters - % of total workforce	1
Speed	2
Average time to conclude a case (all cases) - no. of working days	1
Average time to complete a job evaluation (GLPC) - no. of working days	1
Volume	4
Number of cases (disciplinary, grievance, capability) concluded	1
Number of job evaluations completed (GLPC)	1
Number of restructures completed	1
Number of sickness absence cases concluded	1
Grand Total	8

Directorate Data Owners

Service Area	KPI Performance Measure	Measures No.	Data Owner
HROD	Percentage of Council employees that are Agency workers - % of total workforce	1	Jamieson Robbins
	Percentage of new Apprenticeship starters - % of total workforce	2	
HR Operations	Average time to conclude a case (all cases) - no. of days	3	
	Average time to complete a job evaluation (GLPC) - no. of days	4	
	Number of cases (disciplinary, grievance, capability) concluded	5	
	Number of sickness absence cases concluded	6	
	Number of job evaluations completed (GLPC)	7	
	Number of restructures completed	8	

Newham



Directorate Performance Measures

Quality	2
Percentage of Council employees that are Agency workers - % of total workforce	1
Percentage of new Apprenticeship starters - % of total workforce	1
Speed	3
Average time to conclude a case (all cases) - no. of working days	1
Average time to complete a job evaluation (GLPC) - no. of working days	1
Average time to complete a job evaluation (HAY) - no. of working days *	1
Volume	5
Number of cases (disciplinary, grievance, capability) concluded	1
Number of job evaluations completed (GLPC)	1
Number of job evaluations completed (HAY) *	1
Number of restructures completed	1
Number of sickness absence cases concluded	1
Grand Total	10

Directorate Data Owners

Service Area	KPI Performance Measure	Measures No.	Data Owner
HROD	Percentage of Council employees that are Agency workers - % of total workforce	1	Jamieson Robbins
	Percentage of new Apprenticeship starters - % of total workforce	2	
HR Operations	Average time to conclude a case (all cases) - no. of days	3	
	Average time to complete a job evaluation (GLPC) - no. of days	4	
	Average time to complete a job evaluation (HAY) - no. of days *	5	
	Number of cases (disciplinary, grievance, capability) concluded	6	
	Number of sickness absence cases concluded	7	
	Number of job evaluations completed (GLPC)	8	
	Number of job evaluations completed (HAY) *	9	
	Number of restructures completed	10	

* not a performance measure and included for comparison only