To: **Scrutiny Committee**

Date: **9 October 2017**

Subject: **Scrutiny Committee Performance Report Q1 2017/18**

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Appendices
1 – Performance report for 2017/18 Q1
2 – Full list of performance measures

1. Background

At the Scrutiny Committee of 14th June, there were a number of observations regarding the Performance Report Q4 2016/17 and queries concerning the process for the selection and target-setting of performance measures.

2. Service Plan Performance Measures and Target-Setting

The performance measures included in the quarterly report are the Corporate Measures identified in the Corporate Plan and a selection of Key Service Measures selected for inclusion by the Scrutiny Committee in 2016/17.

These Key Performance Indicators (KPI's) are reviewed annually and identified in the appropriate Service Plan for regular monitoring and reporting.

'SMART'[1] targets are set by Heads of Service based on available benchmarking data, previous performance, known external factors and in the case of statutory measures such as Recycling and Planning Applications, based on national targets.

Performance targets are set during the Service Planning process and signed off by the Corporate Management Team before being uploaded to the corporate reporting system, CorVu.

A complete list of service level performance measures included in Service Plans 2017/18 is attached at Appendix 2 for information.

3. Quarterly Performance Reporting

Following recent feedback from the Scrutiny Committee on the quality of some commentary included in the quarterly reports, the process for reviewing performance updates has been improved and Heads of Service now have an opportunity for final review prior to reports being distributed.

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[1] Specific, Measurable, Achievable, Relevant, Time-bound

Heads of Service have welcomed this although it does add a further step in the process and required some adjustments to accommodate reporting deadlines.

4. ICT Performance Measures

Following considerable work to redesign the ICT service following the transition from the County to an in-house Service Desk, a Service Catalogue and Service Level Agreement are now in final draft that set out standards of service provision and performance measures. It is proposed that these are brought to the next Scrutiny Committee for review and approval for inclusion in the Quarterly Performance Report.

5. Conclusion

The process for performance reporting continues to be refined to ensure that the KPI's included in Quarterly Performance Reports are meaningful, accurate and reflect our corporate priorities.

Feedback from the Scrutiny Committee related to individual KPI's has now been largely addressed albeit the removal of KPI's no longer deemed useful will not take place until any new measures have been agreed as work is required to update the reporting system, CorVu.