

PEOPLE COMMITTEE

20 JUNE 2018

REPORT OF THE DIRECTOR OF PEOPLE AND COMMUNITIES

NEW PERFORMANCE REPORTING DASHBOARD FOR PEOPLE COMMITTEE

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to advise Members of the current state of performance against the newly defined performance reporting measures for the new Corporate structures, in relation to the People and Communities function under the Council's Corporate Priorities for the financial year 2017/18.

2.0 RECOMMENDATIONS

It is recommended that:

2.1 **The contents of the report are noted.**

2.2 **The performance information for 2017/18 in the Performance Dashboard is used to help inform the Committee, and assist Members and Officers with regard to the formation of policy and oversight of the People and Communities function of the Council.**

3.0 KEY ISSUES

3.1 This is the first new performance reporting measures dashboard to be presented to a committee under the new performance reporting framework and covers quarter 4 of 2017/18. The performance measures at Appendix A are specific to the areas covered by this committee. A similar performance dashboard for the Place Committee has been produced and the Corporate Committee will receive a similar one; Full Council will have oversight of all the performance measures. A number of the performance measures are wholly new, and datasets do not yet exist to provide information or graphs in the Dashboard.

3.2 The Dashboard and its related set of measures are subject to revision and improvement to ensure that they are meaningful and informative for both Members and Officers.

Key Commentary

Appendix A shows performance measures which help determine performance within each of the 3 People priorities. (PP1 – PP3) (e.g. PP1 = Fulfilling potential – helping people fulfil their potential and achieve their ambitions)

As stated above, a number of the indicators are new and so we do not currently hold performance data, or the measures are relatively new but we do not hold 2 years' worth of performance data for us to be able to measure at this time. However, these indicators are seen as important and this committee will be able to review performance against priorities in the future. This is particularly the case with PP2 – Resilient Communities – Work with our partners to address vulnerability and tackle the root cause of social problems, building safe, happy and healthy communities.

Within People Priorities 1-3 there have been a number of successes within Q4 and example within each of these 3 priority areas is shown below:

- (PP1) Attendance at Council leisure facilities (WLC and MSV combined) = 92554

- attendances
- (PP1) Participation of vulnerable residents on physical activity programmes = 701
- (PP3) Homelessness - % of applications where homelessness was prevented = 80%
- (PP3) Benefits - % claims processed within 5 working days of all information received = 97%

There is also one area which requires improvement which is highlighted below with the appropriate management response:

(PP3) Homelessness – Numbers in temporary accommodation = 34

Management Response: The figure does not reflect a high level of homelessness as such, but shows the shortage of alternative accommodation to the Council's own stock into which homeless families can be rehoused. This means that the Council is having to arrange the use of temporary accommodation in some of its own properties or other accommodation secured for temporary rehousing, rather than being able to place families into permanent appropriate housing as early as it would wish.

4.0 POLICY AND CORPORATE IMPLICATIONS

- 4.1 The new performance reporting measures at corporate level are intended to provide key performance reporting information to the new committees. This forms part of the Council's Corporate priorities and recommendations following the LGA Peer Challenge Review held in December 2017 and the Corporate Priority sessions also held with the LGA in April 2018.

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

- 5.1 There should be no specific implications for resources in relation to the establishment of performance reporting as a function of the Corporate Improvement Team. The performance measures have been defined with considerable input from the Chief Executive, Directors, and Managers of services, with the intention that the collection process for performance information should not be burdensome once established.

6.0 LEGAL IMPLICATIONS/POWERS

- 6.1 There are no specific implications arising from this report.

7.0 COMMUNITY SAFETY

- 7.1 There are no specific implications arising from this report.

8.0 EQUALITIES

- 8.1 There are no specific implications arising from this report.

9.0 RISKS

9.1 Risk ratings are applied to individual performance measures in the Performance Dashboard, so there is no overall risk rating to be applied at this point of the Report.

Probability



Very High A				
High B				
Significant C				
Low D				
Very Low E		1		
Almost Impossible F				
	IV Neg- ligible	III Marg- inal	II Critical	I Catast- rophic

Impact →

Risk No.	Description
1	Risk to the reputation of the Council if Council performance is not monitored by Members

10.0 CLIMATE CHANGE

10.1 There are no specific implications arising from this report.

11.0 CONSULTATION

11.1 The Chief Executive, Directors and Managers of services have been heavily involved in drawing up the new basket of performance measures to be monitored at corporate level.

12.0 WARDS AFFECTED

12.1 All.

- Contact Officer Albert Wilson, Housing, Welfare and Safer Communities Manager
- Date: 07.06.2018
- Appendices : Appendix A – People Performance Measure Dashboard Q4 2017-18
- Background Papers: None
- Reference : X : Committees\Place Cttee