

## HERTSMERE BOROUGH COUNCIL

Meeting name & Date	<b>Executive - 26 June 2019</b>
Agenda item	<b>7.3</b>
Report title	<b>2020 Vision Performance Report for Quarter 4 and Year End 2018/19</b>
Report reference no.	EX/19/24
Wards affected	All wards
Report author, job title & email	Hilary Shade, Head of Partnerships and Community Engagement Hilary.shade@hertsmere.gov.uk
List of Appendices	Appendix A – Q4 and Year End 2018/19 Quality Service Indicator Report Appendix B – Q4 and Year End 2018/19 Corporate Action Plan Projects Update Report Appendix C – Annual Report 2018/19
Reason for urgency	Not applicable

Is it a Key Decision?	No
Call-in expires on	8 July 2019
Exempt from Call-in	Not applicable
Portfolio Holder	Councillor Pervez Choudhury

**PUBLIC REPORT - this report is available to the public.**

### **1 RECOMMENDATION**

- 1.1 That Executive review and note the Quarterly Performance Indicator Report attached at Appendix A and the Corporate Action Plan Projects Update Report attached at Appendix B and approve the Annual Report for 2018/19 at Appendix C.

### **2 PURPOSE OF THIS REPORT**

- 2.1 This report sets out the performance of the Council over Quarter 4 2018/19 (January – end March 2019) and 2018/19 as a whole, against the Quality Service Indicators, the agreed 16 key performance targets which reflect the key services delivered by the Council. It also provides progress information against Quarter 4 of the Corporate Action Plan for 2018/19.
- 2.2 The report also requests that Executive approve the Annual Report for 2018/19 for publication on the Council's website.

### 3 REASONS FOR RECOMMENDATION

- 3.1 Quarterly monitoring of performance indicators forms part of the Council's Performance Management Strategy.

### 4 ALTERNATIVE OPTIONS

- 4.1 None.

### 5 BACKGROUND

- 5.1 This report has been produced in line with the Performance Management Framework (PMF) which has been agreed by both Executive and Full Council to support the implementation of Hertsmer's 2020 Vision and the Corporate Action Plan. The updated PMF identifies a schedule of performance reporting which aims to reduce duplication and allow focus on key areas.

### 6 OVERVIEW OF PERFORMANCE

- 6.1 The attached reports are a means of capturing high level performance information across the organisation and cover both service delivery and key projects.
- 6.2 In addition to review at Executive, the Executive Performance Management Panel also reviews the Corporate Action Plan, the Quality Service Indicators (QSI) and those wider Key Performance Indicators (KPIs) that are performing below target. Chief Officer Board also review the QSIs, KPI and Management Information Indicator set. All reviews take place quarterly. Any areas which require further investigation are referred to the Council's Scrutiny function.
- 6.3 In addition, the Financial Monitoring Panel reviews in detail the monthly financial monitoring report, Personnel Committee receives detailed information on staffing matters including sickness and the work of the shared internal audit service (SIAS) is reported via the Audit Committee.
- 6.4 The **Quality Service Indicators** at Appendix A measure progress against the agreed 15 key performance targets which reflect the key services delivered by the Council. In the light of changing legislation, two new housing PIs have been introduced for 2018/19, raising the number of Quality Service Indicators to 16, from 15 in 2017/18. This includes the Green Flag PI which is only collected on an annual basis.

In the period Quarter 4 (15 QSIs) and 2018/19 (16 QSIs) saw:

- 13 (81%) Green indicators (met or exceeded target)  
*Compared to 12 (80%) green indicators in Q4 2018/19*  
12 (80%) Green indicators for 2018/19 as a whole
- 2 (13%) Red indicators (not meeting target)  
*Compared to 1 (7%) red indicators in Q4 2018/19*  
1 (6.25%) Red indicators for 2018/19 as a whole

- 0 (0%) Amber indicator (close to target)  
Compared to 0 (0%) amber indicator in Q4 2018/19  
3 (19%) Amber indicators for 2018/19 as a whole

6.5 The red indicators for this period (both Quarter 4 and 2018/19 year end) are:

- **HOU22 Percentage of people threatened with homelessness approaching the Council who are issued with a Personal Housing Plan within 10 working days Q4: 75% against a target of 100% and 2018/19: 86% against a target of 100%**

The introduction of the Homelessness Reduction Act in April has led to increasing caseloads which has made achieving the 100% target particularly challenging. Work is currently underway to review caseloads across the team. The Executive Performance Management Panel has recommended that the target be amended for 2019/20 once a baseline of data has been collected.

- **E192 Percentage of household waste sent for refuse, recycling and composting – Hertsmere Estimate: Q4: 38% against a target of 48%**

Despite the outturn for Q4, overall performance for the year 2018/19 remains within agreed tolerances and is in line with and slightly higher than that of 2017/18 at 46%. In addition, the levels of residual waste remain within target.

6.6 The **Corporate Plan Update** at Appendix B details progress against the Corporate Plan Action Plan for the period up to the end of December 2018.

6.7 The snapshot of overall progress against the Corporate Action Plan individual actions is detailed in the table below with more detailed narrative updates within Appendix B.

Extract from page 1 of Appendix B.

Corporate Action Plan	Overall Progress at Year End	Responsible Officer
Corporate Action Plan 2018/19	88%	Donald Graham

  

Corporate Action	Progress at Year End	Responsible Officer
CP001 Implement the Development Sites Programme	64%	Sajida Bijle; Donald Graham, Simon Payton
CP002 Implement the Capital Infrastructure and Development Strategy	97%	Matthew Bunyon, Steve Burton, Hilary Shade,
CP003 Investigate opportunities for shared services and partnership working	99%	Donald Graham, Steve Burton, Judith Fear
CP004 Use the ICT Strategy 2018-2023 to optimise the use of technology across Council Services	88%	Matthew Bunyon
CP005 Develop the Workforce Strategy	100%	Judith Fear
CP006 To progress with the preparation of a single Local Plan	77%	Adrien Waite
CP007 Implement the Homelessness and Housing Strategy	93%	Hilary Shade
CP008 Use Partnership working to support the delivery of the Health and Wellbeing Strategy	100%	Hilary Shade
CP009 Respond to new legislation in a way that best serves local residents	95%	Hilary Shade, Harvey Patterson, Matthew Bunyon,
CP010 Support the Community Safety Partnership to reduce levels of anti-social behaviour	87%	Hilary Shade
CP011 Develop the Council's customer interface	78%	Judith Fear

- 7.1 Hertsmere's 2020 Vision was adopted as the Council's Corporate Plan for 2017 – 2020. Alongside this an updated Performance Management Framework was agreed which identifies that the following will be produced:
- A reduced set of **Quality Service Indicators** (QSI) which would be monitored quarterly to focus attention on the Council's key service areas.
  - An Annual **Corporate Action Plan** which sets out the key areas of activity for the authority for the next twelve months
  - An **Annual Report**, which would highlight our successes and achievements over the past year
- 7.2 Performance against the QSIs and Corporate Action Plan for 2018/19 is set out at Item 6 above. Appendix C sets out the Council's Annual Report for 2018/19. This is intended to be a high level document, highlighting achievements against each Corporate Plan Priority. In addition, the annual outturns for the Quality Service Indicators and the year-end Corporate Plan updates have also been included. It is proposed that this document be made publicly available via the Council's website rather than be produced in hard copy format.
- 7.3 Work on the Corporate Action Plan for 2019/20 has been delayed due to the recent election and the document will be produced in conjunction with Executive Members.

## **8 FINANCIAL AND BUDGET FRAMEWORK IMPLICATIONS**

- 8.1 Any financial requirements arising from performance management issues will be subject to separate reports to the Executive.

## **9 LEGAL POWERS RELIED ON AND ANY LEGAL IMPLICATIONS**

- 9.1 There are none arising from the report.

## **10 EFFICIENCY GAINS AND VALUE FOR MONEY**

- 10.1 None for the purposes of this report.

## **11 RISK MANAGEMENT IMPLICATIONS**

- 11.1 None for the purposes of this report

## **12 PERSONNEL IMPLICATIONS**

- 12.1 None for the purposes of this report

## **13 EQUALITIES IMPLICATIONS**

13.1 None for the purposes of this report

**14 CORPORATE PLAN and POLICY FRAMEWORK IMPLICATIONS**

14.1 The Quality Service Indicators, Corporate Action Plan and Annual Report are a key part of the Council's 2020 Vision, the Council's Corporate Plan 2017-2020.

**15 ASSET MANAGEMENT IMPLICATIONS**

15.1 None for the purposes of this report.

**16 HEALTH AND SAFETY IMPLICATIONS**

16.1 None for the purposes of this report.

**17 BACKGROUND DOCUMENTS USED TO PREPARE THIS REPORT**

17.1 None for the purposes of this report.