Report of Head of Scrutiny and Member Development

Report to Tenant Scrutiny Board

Date: 5th June 2014

Subject: Design of Future Performance Reports

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	☐	Yes	☒	No
Are there implications for equality and diversity and cohesion and integration?	☐	Yes	☒	No
Is the decision eligible for Call-In?	☐	Yes	☒	No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	☐	Yes	☒	No

Summary of main issues

1. The previous agenda item featured various performance information produced by Housing Services. These were very detailed and featured a number of indicators which members of the Tenant Scrutiny Board may consider not of interest. The purpose of this report is to ask members of the Board to consider what information they feel they need to effectively scrutinise Housing services and the preferred format in which to receive this. It is proposed that whatever performance information is agreed on it is provided to the Board on a quarterly basis.

Why receive performance information?

2. The centre for public Scrutiny states;

Performance management is a method for improving services – it's about making things better for local people and about ensuring that the way services are planned and delivered provides value for money. Performance monitoring is the role most often undertaken in council scrutiny.

Developing confidence and ambition to understand financial and performance information, link it to the way people experience services and drive improvements will increase the impact of this aspect of scrutiny. To use financial and performance management data effectively, your aim should be to integrate it into the all aspects of overview and scrutiny. Understanding performance management and   financial information helps you review substantive policy issues in context, helping you

focus on the big picture – outcomes not process, future improvement not historic legacy.[1]

3.   It is important therefore that the information the Board receives is relevant, not overly detailed and clearly shows trends which in turn can be monitored. Should the performance information received subsequently lead on to further investigation, then it is at this point that the Board can 'drill down' and receive more detailed information.

<u>Proposed format of information received</u>

4.   The Chair considers that the format of the information received by Scrutiny Board (Housing and Regeneration), as shown in the previous agenda item, provides a good example. The use of 'direction of travel' arrows clearly show trends and can be easily monitored.

5.   Board members have also stressed in the past for reports to be written in plain English, free from the use of acronyms. Members have also asked that where % is used, this is accompanied by actual figures.

<u>What information is required?</u>

6.   The Board is asked to consider what performance information is required. Examples suggested include;

- % (and figure) of rent collected
- % (and figure) of annual tenancy visits completed
- % (and figure) of repairs completed within target
- % (and figure) overall satisfaction with services provided
- Gross average relet days
- Number of lettable voids
- % (and figure) major adaptations completed within target timescales

Recommendation

7.   Members of the Board are requested to consider what monthly performance information they would wish to receive and in what format.

Background papers[2]

8.   None

---

[1] 'Putting financial and performance management information to good use.' Centre for Public Scrutiny 2012

[2] The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.