
Report of the Director of Resources and Housing

Report to Scrutiny Board (Strategy and Resources)

Date: 29th November 2017

Subject: Performance Reporting to Scrutiny Board

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

Summary of main issues

This report provides members with a summary of performance information relating to Civic Enterprise Leeds (CEL) and Digital & Information Services (DIS) covering the first six months of 2017/18.

Recommendations

Members are recommended to:

- Consider and comment on the most recent performance information in relation to CEL and DIS.
- Use the performance information provided to determine areas for further scrutiny work to support improvement over the coming year.

1. Purpose of this report

- 1.1. This report provides members with a summary of performance information relating to Civic Enterprise Leeds (CEL) and Digital & Information Services (DIS) covering the first six months of 2017/18.
- 1.2. The report gives Scrutiny Board members information to inform decision making around identifying areas for further scrutiny work to support improvement across council outcomes, priorities and values.
- 1.3. In addition, members will also be provided separately with a copy of the most recent Finance Health Monitoring Report.

2. Background information

- 2.1. CEL sits within the Resources and Housing Directorate and consists of Facilities Management, Cleaning, Catering, Passenger Transport and Fleet Services. CEL's performance is viewed in the context of their service priorities: Delivery; Cost; People; Safety and Quality. CEL's performance results for the first six months of 2017/18 are detailed in Appendix 1.
- 2.2. The role of the DIS is to ensure that the council fully exploits its investment in information, communication and digital technologies. The DIS provides day to day support to all council staff using information, communications and technology to carry out their job. The DIS aims to ensure that the right solutions are in place to meet service needs and that they meet the right standards in relation to information security and governance. The DIS ensures that data is supported within the council's network and that where relevant it can be safely shared between applications, stakeholders and third party organisations. Details of the DIS's performance for the first six months of 2017/18 can be seen in Appendix 2.

3. Main issues

3.1. Portfolio area: Civic Enterprise Leeds

- 3.1.1. Full details of CEL's performance against their priorities can be seen in Appendix 1. In the first six months of 2017/18 CEL reported good progress across all service areas in terms of People, Delivery, Safety, Cost and Quality. Key points include:
 - Cleaning and Facilities Management performance, where particular emphasis has been put on Fire Safety post Grenfell and our results show excellent progress such as achieving 20 Fire Safety Audits in High Rise, 100% of reported bulky items moved in 24 hours and 100% of blocked bin chutes attended to in 24 hours.
 - Catering's performance highlights include holding 81% of the primary catering market and achieving 85% of good/very good client rating.
 - Passenger Transports performance highlights include a projected reduction in spend on Adults and Health of 2% on the previous year and training 59 children and young people to be able to travel independently.
- 3.1.2. CEL report that they are striving to continue to deliver improvements for the remainder of 2017/18. The challenges facing the service include the Asset Rationalisation Program, the forthcoming move to Merrion House along with the pressures on resources and budget that this will bring, the increase in demand on Special Educational Needs Transport and the challenges that come from operating in a commercial market.

3.2. Portfolio area: Digital & Information Service

3.2.1. Full details of DISs performance against their priorities can be seen in Appendix 2. In the first six months of 2017/18 DIS performance reporting concluded that:

- The service is operating in difficult times and 'keeping the lights on' is still the main objective.
- Demand for DIS services continues to grow and with future growth of new customers 'on boarded' onto our services, resources will be an issue particularly as service resources reduce council wide.
- Operational Performance across the service is excellent across many KPI's:-
 - General customer feedback is excellent with high scores registered on survey returns.
 - Service reliability, availability and durability is good and on a par with peer organisations nationally.
 - (Small) ICT Projects are well managed within the service with good practice being followed.
- Partner organisations are currently happy with the services provided to them under mutually agreed SLA's.
- The DIS 'Change' agenda is highly concentrated on providing resources to assist and/or lead City and external partner based programmes and income earning initiatives which is impacting on our ability to deliver the required level of change to the internal DIS service.
- The service is managing to deliver on its Service Plan with 89% of objectives at Green/Amber status.

3.3. Performance reporting timetable

3.3.1. The reporting timetable for Strategy and Resources Scrutiny Board is seen in Appendix 3. Since the timetable was last reported to the Board in October 2017, it has been updated to reflect:

- Plans for the Board to receive a report on 'Effective Procurement' in December 2017.
- Performance of CEL and the DIS to be next reported in March 2018 (quarter 3 results).
- The Health, Safety and Wellbeing report originally scheduled for December 2017 will now be reported to the Board in January 2018.

4. Corporate Considerations

4.1. Consultation and Engagement

4.1.1. This is an information report and as such consultation and engagement does not apply.

4.2. Equality and Diversity / Cohesion and Integration

4.2.1. This is an information report, rather than a decision report and so due regard is not relevant. It is noted that a report on Equality performance is due to be reported to the Strategy & Resources Scrutiny Board later in 2017/18.

4.3. Council policies and the Best Council Plan

- 4.3.1. This report brings to Scrutiny Board (Strategy & Resources) a performance update on progress against services that support the delivery of the council's Best Council Plan. The Best Council Plan itself forms part of the council's budget and policy framework.

4.4. Resources and value for money

- 4.4.1. Effectively monitoring and managing performance helps ensure that resources continue to be appropriately deployed. There are no other financial implications from this report.

4.5. Legal Implications, Access to Information and Call In

- 4.5.1. This report is an information update providing Strategy & Resources Scrutiny Board with a summary of performance for selected portfolio areas within its remit and is not subject to call in.

4.6. Risk Management

- 4.6.1. There are no specific risks associated with this performance report. However, it is noted that performance results may be linked to the corporate risks that could impact on the delivery of the Best Council Plan. The following corporate risks are linked to performance information included in this report (all of which are led by the DIS):

- **Major ICT Failure** - Risk that council services are disrupted due to frequent and/or prolonged ICT failures.
- **Major cyber-incident** - Risk to citizens, council and city as a result of digital crime, process failure or peoples actions.
- **Information management and governance** - Risk of harm to individuals, partners, organisations, third parties and to the council as a result of non-compliance with information governance legislation and industry standards.

- 4.6.2. Although CEL does not lead on any of the corporate risks, they maintain their own service level risk register which is updated and reviewed at their management team each quarter.

5. Conclusions

- 5.1. The report provides details of performance for the CEL and DIS for the first six months of 2017/18.

6. Recommendations

- 6.1. Members are recommended to:

- Use the performance information provided by CEL and DIS to determine areas for further scrutiny work to support improvement over the coming year.
- Note the updated performance reporting timetable.