

<b>Governance and Resources Scrutiny Commission</b>  19 <sup>th</sup> January 2017  <b>Performance Review</b>	Item No  <b>6</b>
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## Outline

This performance review discussion aims to establish the approach that should be taken for overview and scrutiny in conducting performance monitoring of a service provision. The aim of G&R's work is to establish if the performance monitoring information used by the responsible officer and Executive enables them to identify the risks, meet service users' needs and carry out service improvements.

The Commission selected a small number of service areas for review to look at what performance information was available and monitored by the Council in relation to that service provision.

The service areas selected for this meeting are listed below.

A report from the service area covering the indicators below is attached on pages 31-35 of the agenda.

- 1 ICT
  - a. FR ICT 17, 17a & 17b - ICT incidents resolved within 8 hours, number of incidents, number of service requests
  - b. FR ICT 18a, 18b, 18c – % of FOIs answered within 20 days, number of FOIs, outstanding number of FOIs
  - c. FR ICT 19a, 19c - % of DPA requests answered within 40 day, number of outstanding DPAs

A presentation from the service area covering the indicators below is attached on pages 37-50 of the agenda.

- 2 Temporary Accommodation  
FR RB 7 – number of households in temporary accommodation
- 3 Revs & Bens
  - a. FR RB 1 – Number of benefits claims
  - b. FR RB2 – time taken to process benefit claims
- 4 Council Tax
  - a. FR RB 3 - % Council Tax collected QRC basis
  - b. FR RB 4 - % Council Tax Collected incl benefits etc.

- c. FR RB 5 - % NNDR collected

5 HSC

- a. FR RB 13 – Average waiting times in HSC
- b. FR RB 14 % of Contact Centre calls answered
- c. FR RB 16 HSC & HCC enquiries resolved at first contact

In addition to the performance information noted above the Commission asked the Cabinet Member and Group Director (responsible for the service areas below) the following questions:

1. What information the Council holds about the performance of this service area?
2. How does the Cabinet Member assess the risks and what information is used to identify potential performance issues from the monitoring information available?
3. What information is used by the service area to improve the performance of the service?

**Action**

The Commission is requested to review the information presented and ask questions.