

Report to: Overview and Scrutiny Committee

Title: End of Quarter 2 (September) 2017 /18 Key Performance Indicator (KPI) Report

Date of meeting 23 November 2017

Report of: Head of Corporate Strategy and Communications

1.0 **SUMMARY**

1.1 Watford BC's Corporate Plan sets out the council's priorities and corporate work programme over a four year period. Underpinning the plan is a suite of key performance indicators. These measures support the delivery of good quality services (both internal and external) by highlighting areas of good performance and, more importantly, under performance.

1.2 The attached report shows the results for the key performance indicators at the end of Quarter 2 (September) 2017/18 for the service areas which remain within the council's direct management, rather than those that are delivered by external service providers or through the shared service / lead authority model. The report shows:

- The result for Quarter 2 for quarterly indicators or the September 2017 results for indicators if these results are more appropriate
- The results for the same period in 2016/17 if available
- The result for the previous period – end of Quarter 1 / September 2017/18
- The target that was set for 2017/18
- Whether the indicator result is above or below target
- Benchmarking information, where available, against Hertfordshire authorities or all England authorities

1.3 The results for some of the customer services indicators are not available for reporting as the Lagan reporting system is not working. The council is procuring a new Customer Relationship Management (CRM) system, which will provide a more reliable reporting tool.

1.4 Performance remains strong across a number of indicators, with significantly more performing above target than below.

Of note this quarter, are:

- the change to the most common reason for homelessness (indicator 14). For the first time since 2012/13 this was parental eviction
- the improvement to the numbers in temporary accommodation (indicator 15), which is at its lowest since December 2014
- continued strong planning performance

2.0 **DECISION REQUIRED**

2.1 Overview and Scrutiny Committee is asked to note the key performance indicator results for Quarter 2 2017/18.

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