

# THREE RIVERS & WATFORD SHARED SERVICES JOINT COMMITTEE

Date of meeting: 2 JULY 2012

PART A

**Title: PERFORMANCE INDICATORS**

**Report of: Director of Corporate Resources & Governance - Three Rivers D.C.**

---

1. **SUMMARY**

1.1 This report seeks approval to a set of revised performance indicators.

2. **RECOMMENDATIONS**

2.1 That the Committee considers and approves the performance indicators attached at Appendices 1 and 2.

**Contact Officer:**

For further information on this report please contact:

Kathryn Robson – Partnerships & Performance Section Head – Watford B.C.

telephone number: 01923 278077

email: Kathryn.Robson@watford.gov.uk

or

Gordon Glenn – Performance & Projects Officer – Three Rivers D. C.

telephone number: 01923 727244

email: Gordon.glenn@threerivers.gov.uk

**Report approved by:**

David Gardner – Director of Corporate Resources & Governance – Three Rivers D.C.

### 3. **DETAILED PROPOSAL**

- 3.1 At its meeting on 28 May 2012 (Minute JSS09/12 refers) the Committee resolved that officers, in consultation with the Chairman and Vice-Chairman, consider revamping the reporting of performance management information so that the essence of any discussion at the Joint Committee would be about exceptions, with an explanation as to why the performance indicated had not been achieved to be included in the report.
- 3.2 Heads of Service have met with the officers responsible for reporting performance at the two Councils who have produced the appendices attached to this report. One relates to monthly data, the other to quarterly data. (There will also be annual data to be published at year end). Officers believe that the data can be collected and collated without difficulty.
- 3.3 The Chairman and Vice Chairman have not been consulted in any detail, but have agreed that the performance indicators included in the appendices be put to the Committee for discussion. They have suggested that a definition of each measure be included and asked whether the comments column could be made larger.
- 3.4 The officers are adopting the principle of "Count" (collect once use numerous times) and the data collected for the Joint Committee will be available to Leadership Team at Watford, Management Board at Three Rivers, Budget Panel / Overview and Scrutiny Committee at Watford and Policy and Scrutiny Committees at Three Rivers.
- 3.5 Members are asked to consider the issue of the timing of reporting. For example, this meeting of the Joint Committee (2 July) is too early to report figures for the end of Quarter 1 and the data is becoming out of date by the next meeting (24 September). In this example it is likely that the September meeting would receive Quarter 1 figures and a monthly report for August.
- 3.6 It has been the practice to publish data on the shared services website as soon as it has been prepared. This has been done to ensure Members have up to date information between meetings and to reduce the use of paper. Members are asked to consider whether they want this to continue.

### 4. **IMPLICATIONS**

#### 4.1 **Policy**

- 4.1.1 The recommendations in this report are within the policies of the Joint Committee, Three Rivers District Council and Watford Borough Council.

#### 4.2 **Financial**

- 4.2.1 There are no changes to the budget or the efficiency gains already agreed by the Joint Committee, Three Rivers District Council or Watford Borough Council as a result of this report.

#### 4.3 **Legal Issues**

- 4.3.1 There are no specific legal issues regarding this matter.

#### 4.4 **Risk Management and Health & Safety**

- 4.4.1 There are no risks associated with the decision members are being asked to take.

#### 4.5 **Equalities, Staffing, Accommodation, Community Safety, Sustainability & Environment, Communications & Website and Customer Services**

4.5.1 None specific.

### **Appendices**

- 1 Watford & Three Rivers Shared Services – Measures of Performance – Monthly 2012/13 – June 2012
- 2 Watford & Three Rivers Shared Services – Measures of Performance – Quarterly 2012/13

### **Background Papers**

No papers were used in the preparation of this report.