

Meeting:	Overview & Scrutiny Committee
Date:	24 November 2004
Subject:	Strategic Performance Report – Quarter 2 2004/05
Responsible Officer:	Paul Najsarek, Director of Organisational Performance
Contact Officer:	Paul Najsarek, Director of Organisational Performance
Portfolio Holder:	Councillor Sanjay Dighé, Deputy Leader; Business Connections and Performance
Key Decision:	No
Status:	Public

Section 1: Summary

Decision Required

- 1) That the performance report and the actions being taken be noted;
- 2) that members identify any issue on which they wish for further information or action.

Reason for report

As agreed by the Committee on 19 October 2004, to provide quarterly performance information to Overview and Scrutiny members.

Benefits

The strategic performance report enables Members to form a coherent strategic view of the Council's performance, to support their role of monitoring the performance of the council and holding the Executive to account.

Cost of Proposals

None directly related to this report.

Risks

The Strategic Risk Register is one of the sources of information for this report. Risk issues are taken into account in the 'traffic lights' for each performance area.

Implications if recommendations rejected

Not applicable to this report.

Section 2: Report

2.1 Brief History

Cabinet on 9 September 2004 agreed to sit in the role of Performance Board on a quarterly basis and to receive a Strategic Performance Report. Overview and Scrutiny Committee on 19 October 2004 decided also to receive the Strategic Performance Report on a quarterly basis and requested that relevant extracts be passed to scrutiny sub-committees as information items.

The Appendices to this report contain the updated report for Quarter 2 of 2004/05 for members' consideration. The relevant parts will be supplied to sub-committees in accordance with the Committee's wishes.

2.2 Options considered

Not applicable to this report.

2.3 Consultation

None.

2.4 Financial Implications

None.

2.5 Legal Implications

None.

2.6 Equalities Impact

The strategic performance report enables progress against the council's objectives and targets for equality and diversity to be monitored and corrective action identified where necessary.

Section 3: Supporting Information/Background Documents

Appendices

- 1) Performance Summary
- 2) Strategic Performance Report Overview by Key Performance Area
- 3) Quarterly Performance Report by Outcome and Measure
- 4) Key

Background papers that are available on request:

None.

STRATEGIC PERFORMANCE REPORT – QTR 2, 2004/05

Overview and Scrutiny Committee - 24 November 2004

PERFORMANCE SUMMARY

Ambition

This is the second report to members demonstrating Harrow's programme of change to improve services and quality of life for residents and local stakeholders. The Authority's ambition to be a 'good' authority by 2006 remains a strong focus of activity and we have made further steps towards this goal in the last quarter which are detailed later in the report.

Priorities and Focus

The New Harrow Project priorities continue to be the main driver behind our change programme. Officers are currently working on guidance for directorates to develop next years Corporate and Service Plans. As key parts of the New Harrow Project have been delivered it seems appropriate to refresh the Council's corporate priorities to drive our planning for next year.

Capacity

The attached report shows that the middle management review and the business transformation partnership are both making good progress. The report also shows that the Council is facing some challenges in delivering whole organisation projects while building our capacity. This is reflected in the status of our equality and LPSA projects. The Council has now appointed to its Programme Manager position. This will support improved delivery in our key corporate projects.

Performance Management

The High Performing Harrow project, Programme Management, Service and Financial Planning and an improved approach to managing inspections are all supporting improved performance management. The attached report demonstrates that these projects are already delivering improvements and are on track for further impact over the rest of the financial year. Achievements in this area should drive real impact for users over the next few months.

Achievement and Investment

The Council's investment programme set out in the MTBS and our improvements in capacity and performance management continue to lead to real improvements for residents. In the last period there have been notable improvements in a number of areas:

- The benefits service has been assessed as “good” and the speed of processing applications continues to increase. Harrow now has the best turnaround time in London for new claims (Qtr 2).
- The Adults and Older People block has moved from “red” to “amber” following improvements on a number of elements
- Improvement in turnaround of SEN statements maintained (since March 2004, cases excluding “exceptions” maintained at 100% within target time; cases including “exceptions” improved from 44% to 98%)
- Council tax and NNDR collection rates are exceeding targets, the council rating 3rd best in London

However, we must ensure that these improvements lead to residents reporting improved satisfaction with the Council. Immediate priorities to address this area:

- The further development of communication and engagement strategies to inform residents of what the council is doing and seek their contribution
- A review of our customer interaction
- Further focus on partnership impacts through the HSP to address areas of concern to residents, which the council cannot address alone
- We are undertaking a specific performance management project in social care

