

REPORT FOR: OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting:	1 November 2011
Subject:	Project report – Measuring up: Harrow Council’s use of performance information (phase 2)
Responsible Officer:	Alex Dewsnap, Divisional Director, Partnership Development & Performance
Scrutiny Lead Member area:	Corporate Effectiveness – Councillors Jerry Miles and Tony Ferrari
Exempt:	No
Enclosures:	<i>Review group report – phase 2</i>

Section 1 – Summary and Recommendations

The attached report outlines the findings and recommendations from the recent scrutiny review which has examined the council’s use of performance information.

Recommendations:

That the Overview and Scrutiny Committee:

1. Agree the report of the review group
2. Refer the report to Cabinet for consideration

Section 2 – Report

Introductory paragraph

The attached report outlines the results of phase 2 of the scrutiny review examining Harrow Council's use of performance information.

It follows on from phase 1, a detailed review of the council's corporate scorecard by directorate, which contributed to the council's corporate process for developing new scorecards for 2011/12. The recommendations from the phase 1 report were agreed by Cabinet in April 2011.

Phase 2 of the review took a broader look at the future development of a local performance framework for the authority, in the context of the loosening national requirements for performance reporting.

Phase 2 of the review reinforces the view that while it is tempting to search for an easy answer in devising a meaningful performance management approach, it is never that simple, partly because the council has its own specific needs and challenges. Irrespective of the national drivers for changing local performance management arrangements, the development of a mature Harrow approach involves listening to local people, developing the right culture and not over-complicating processes.

The review group would like to take this opportunity to thank Seamus English and Julian Maw (local Harrow residents who are members of the scrutiny pool of advisers) for contributing to the work of the review group over the last nine months. Their experiences as members of the local community have been invaluable in developing the report and recommendations.

Financial Implications

Not required at this stage. Cabinet will need to consider whether there are any financial implications when it decides whether to accept the recommendations.

Performance Issues

This report considers performance issues throughout.

Environmental Impact

Not applicable to this report.

Risk Management Implications

Not required at this stage. Cabinet will need to consider whether there are any risk management implications when it considers whether to accept the recommendations.

Corporate Priorities

The subject matter of the report is relevant to all of the council's priorities in that the council requires effective performance management practice to assess its progress against its priorities.

Section 3 - Statutory Officer Clearance

Not required at this stage.

Section 4 - Contact Details and Background Papers

Contact: Heather Smith, Scrutiny Officer, 020 8420 9203
heather.smith@harrow.gov.uk

Background Papers: Details of background documents are referred to within the review group's report.