

**CABINET**  
**31 July 2018**

**\*PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: AMENDMENT TO PERFORMANCE MANAGEMENT MEASURES FOR 2018/19**

REPORT OF THE SERVICE DIRECTOR - RESOURCES

LEADER OF THE COUNCIL

COUNCIL PRIORITY: ATTRACTIVE AND THRIVING / PROSPER AND PROTECT / RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

1.1 To make a change to the agreed Performance Indicators to be monitored throughout 2018/19 by Overview & Scrutiny, through the deletion of LI037 (% of Customers satisfied with some of the services provided by the Housing & Public Protection Service), as the Service no longer exists.

**2. RECOMMENDATIONS**

2.1 That Cabinet approves the deletion of performance indicator LI037, and its associated targets.

**3. REASONS FOR RECOMMENDATIONS**

3.1 The recent restructure has meant that the Performance Indicator in its current format covers functions relating to more than one directorate. An historic lack of responses to the survey as a paper based exercise allows the opportunity to refresh and improve the way that this data is collected and reported.

**4. ALTERNATIVE OPTIONS CONSIDERED**

4.1 None considered.

## **5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1 The Service Directors for the Regulatory Directorate and the Legal and Community Directorate are both in agreement with the approach, given the HPPS service no longer exists and any future proposals as to replacement performance indicators shall be discussed with the relevant Executive Members in the first instance prior to the report to Cabinet.

## **6. FORWARD PLAN**

- 6.1 The proposed deletion of L1037 (which is as of a consequence of the approved restructure) is not a key decision as defined under Regulation 8 of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 and has therefore not been notified on the Forward Plan.

## **7. BACKGROUND**

- 7.1 As part of the Corporate Business Planning Process, the performance measures to be collected and monitored by Overview & Scrutiny for the 1819 year were reviewed and approved by Cabinet in March 2018.
- 7.2 The first quarterly report on these performance indicators is due to be reported to Overview & Scrutiny in September 2018.
- 7.3 One of the PI's due to be reported to Members in 2018/19, (L1037) relates to the previous Housing & Public Protection Service, and concerns a general customer satisfaction survey measure for some of the Environmental Health, Housing, Community Safety and Licensing Functions. The recent restructure means responsibility for the PI now falls under two separate Directorates, the Regulatory and the Legal & Community Directorates.
- 7.4 The current survey method to assess the percentage of customer satisfaction involves the use of paper surveys and pre-paid return envelopes. It is time consuming to administer and achieves only a very low number of responses. In 2017/18 only 77 responses were received out of the 336 surveys sent out. In addition, the Officer who previously organised the survey, now reports to another Director and it will no longer appropriate for this to be collected and analysed in this way.
- 7.5 It is proposed that this indicator be deleted in its current form. The Corporate restructure will allow the Directors to refresh and improve the approach to measuring customer satisfaction with the Service, utilising up to date online methods. Note that once removed this will no longer be monitored and reported throughout 2018/19 by Overview & Scrutiny Committee.

## **8. LEGAL IMPLICATIONS**

8.1 There are no direct legal implications arising from this report. The Cabinet has remit (other than those functions specifically reserved to Full Council) under its Terms of Reference<sup>1</sup> to:

- prepare and agree to implement policies and strategies (5.6.1); and
- oversee the provision of all the Council's services (5.6.15).

This report seeks to confirm the provision and targets for such service matters to be agreed by Cabinet.

## **9. FINANCIAL IMPLICATIONS**

9.1 There are no direct financial implications arising from this report. Where efficiencies or investments may make a difference to service levels these are indicated in the budget proposals so they can be taken into consideration when considering the budget for the forthcoming year

## **10. RISK IMPLICATIONS**

10.1 There are no direct risk implications arising from this report. Risks to service delivery, and hence to performance levels, are reviewed and captured on Pentana, the Council's performance and risk management software.

## **11. EQUALITIES IMPLICATIONS**

11.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

11.2 Performance reporting provides a means to monitor whether the Council is meeting the stated outcomes of the district priorities, its targets or delivering accessible and appropriated services to the Community to meet different people's needs.

## **12. SOCIAL VALUE IMPLICATIONS**

12.1 The Social Value Act and "go local" policy do not apply to this report.

## **13. HUMAN RESOURCE IMPLICATIONS**

13.1 There are no additional human resource implications. The report seeks to cease a resource intensive data collection method in favour of a more responsive automated method.

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<sup>1</sup> 5.6.1 & 5.6.15 Constitution 09.04.14  
(Cabinet 31.07.2018))

**14. APPENDICES**

None.

**15. CONTACT OFFICERS**

- 15.1 Rachel Cooper  
Controls, Performance & Risk Manager  
[rachel.cooper@north-herts.gov.uk](mailto:rachel.cooper@north-herts.gov.uk)  
01462 474606
- 15.2 Ian Couper  
Service Director - Resources  
[ian.couper@north-herts.gov.uk](mailto:ian.couper@north-herts.gov.uk)  
01462 474243
- 15.3 Jeanette Thompson  
Service Director – Legal and Community  
[jeanette.thompson@north-herts.gov.uk](mailto:jeanette.thompson@north-herts.gov.uk)  
01462 474370
- 15.4 Ian Fullstone  
Service Director - Regulatory  
[ian.fullstone@north-herts.gov.uk](mailto:ian.fullstone@north-herts.gov.uk)  
01462 474641

**16. BACKGROUND PAPERS**

16.1 None.