



AGENDA ITEM:

SUMMARY

Report for:	Finance and Resources Overview & Scrutiny
Date of meeting:	4th September 2012
PART:	1
If Part II, reason:	

Title of report:	Quarter 1 2012-13 Performance Report
Contact:	<p>Cllr Neil Harden, Portfolio Holder for Residents and regulatory Services</p> <p>Author/Responsible Officers: Janice Milsom – AD Strategy, Transformation, Community and Organisation David Gill – Group Manager (Partnerships, Policy and Citizen Insight)</p>
Purpose of report:	1. To provide Members with the Quarter 1 information, 2012-13, for the Directorate.
Recommendations	1. That Members note the performance for Quarter 1 2012-13.
Corporate objectives:	Dacorum Delivers – Performance Excellence.
Implications:	<p><u>Financial</u></p> <p>None.</p> <p><u>Value for Money</u></p>
'Value For Money Implications'	Monitoring performance supports the Council in achieving Value for Money for its citizens.
Risk Implications	A Risk Assessment is completed for each service area as part of the annual service planning process and is reviewed quarterly.

Equalities Implications	An Equality Impact Assessment is completed for each service area as part of the annual service planning process and is reviewed quarterly.
Health And Safety Implications	None
Consultees:	Cllr Neil Harden – Portfolioholder for Residents and Regulatory Services CMT
Background papers:	Attached: 1. Quarter 1 Performance Indicators report 2. Quarter 1 Operational Risk report
Glossary of acronyms and any other abbreviations used in this report:	CMT – Corporate Management Team CSU – Customer Service Unit CSC – Customer Service Centre ICT – Information, Communications and Technology HR – Human Resources

1 Introduction

Performance reports are produced quarterly from the Council's performance management system, CorVu. The service performance report for Quarter 1 (April to June 2012), shows a summary of the performance information available for this part of the Performance, Improvement and Transformation directorate. Full reports are available on the CorVu Portal, on the Council's Intranet. It should be noted that the Quarter 1 data relates to the position as at 30th June 2012.

2 Performance Indicators:

Within the range of indicators collected all service areas are within tolerance levels this quarter.

3 Service information

The teams have completed service plans for 2012-13 and a selection of information is highlighted below:

3.1 Customer Service Unit

- Preparation for the market test of the Customer Services Centre and Gateway contract has been a key task this quarter and continues until the ITT document is released on 31st August.
- A CSU apprentice role in administration has been introduced to the service.

- Developing corporate induction training to include Customer Service, so that all new members of staff are aware of the range of services that are delivered.
- Housing Advice is to have a desk in the CSC for a Designated Officer to act as a referral point for customers.
- The service is planning for the impact of the Localisation of Council Tax.
- A review of Telephony services has been undertaken and an improvement project is in place.

3.2 Communications and Consultation

- Spotlight on Dacorum is now live on the website and will be updated as new data becomes available.
- The team has supported the production of the Street Champions directory/handbook.
- Plans are underway for the annual 'Listening Events' in town centres in September.

3.3 Performance, Improvement and Transformation Team

The team has been actively and successfully supporting a number of key corporate projects, including, the development of project plans for the new Public Service Quarter and the roll out of the flexible and remote working pilot in Revenues and Benefits, including the organising of training for staff taking part.

3.4 ICT

- The ICT improvement programme continues to deliver improvements and has successfully supported the flexible and remote working pilot in Revenues and benefits.
- Interviews with Group Managers across the Council have shown a significant increase in the rating given to ICT services.
- Good progress is being made with the roll-out of new PC & Laptop hardware throughout the building. This desktop refresh is intended to replace all NEC PCs with new Dell equipment.

3.5 Human Resources

The HR team continues to support a wide range of corporate projects and has had a significant input into the Customer Services market test. Also the service has been heavily involved in the flexible and remote working pilots – developing policies with staff and union input, to ensure that all staff are correctly supported to trial these new ways of working for the Council.

4 Operational Risk Register

This is attached for information.