

AREA SCORECARD FQ2 2018/19

1 Background

- 1.1 This paper presents the Area Report and Scorecard for Financial Quarter 2 2018/19 (July-September 2018) and illustrate the agreed performance measures.
- 1.2 At the previous Area Committee meeting (12 September 2018) the Area Committee requested a breakdown of reported waste collection incidents by specific areas within OL&I.

Waste collection incidents are initially recorded in the Oracle system under two main headings – General Enquiries & Missed Bins.

At this stage it is unclear what level of detail the Area Committee would like. This may entail developing a specific report to extract the information from Oracle. It is therefore beneficial to have a clear understanding of the reason and detail of the request as this will help to ensure that if the information is available is it presented in a timely and appropriate manner.

However, depending on the detail requested it may not be possible to report at the Area Committee meetings and may be better answered directly through a responsible Roads & Amenity Officer. It is unlikely that this level of detail will be available within Pyramid, the Performance Reporting and Monitoring system.

The Area Committee are therefore asked to contact Tom Murphy directly with details of this request to enable the request to be progressed.

- 1.3 It is noted that there has been no change in the performance of Community Councils or community groups that are either developing or have created an Emergency Plan since FQ2 15/16.

Rather than repeatedly report 'no-change' performance it is proposed that these measures are removed from the Scorecard and Quarterly Performance Report. However, to ensure the Area Committee are kept fully informed of any change Susan Donnelly, Civil Contingencies Manager will submit a written report should this situation change.

If approved this change will take effect from FQ3 2018/19.

- 1.4 Work has continued to improve the presentation of data within Pyramid. The naming of staff roles in the absence data has been clarified. The roles are now Teachers or LGE Staff. The absence structure in Pyramid has also been

improved to show attendance by not only Teacher or LGE Staff but also by Office based and Non office based – by Department, and by Area and Department.

This is illustrated below.

HR1 - Sickness absence ABC	
Performance element ▾	
⊖	HR1 - Sickness absence ABC
⊕	A&B LGE Staff Summary - Combined Office & Non Office
⊕	A&B Office based
⊕	A&B Non-office based
⊕	A&B Area data - All Roles: LGE and Teacher
⊕	A&B Area Data - LGE Only
⊕	A&B Teacher Absence

- 1.5 To improve the response to performance queries, it is requested that either Sonya Thomas or the Responsible Named Officer are contacted once the Quarterly Performance Report is received with any queries. This should enable some queries being resolved or clarified prior to the Area Committee meeting, and therefore being carried forward as Actions at a subsequent meeting.
- 1.6 A short key to symbols / layout is attached. (Appendix 1).

2 Recommendations

- 2.1 It is recommended that the Area Committee notes the performance presented on the Scorecard and supporting commentary.
- 2.2 The Area Committee are asked to contact Tom Murphy regarding the request for a breakdown of waste collection incidents within OL&I.
- 2.3 It is recommended that the Area Committee agree to the removal of the Community Emergency Plan measures from the Scorecard and Quarterly Performance reports from FQ3 2018/19 onwards.
- 2.4 It is recommended that the Area Committee agree that should the situation with Community Emergency Plans change the Civil Contingencies Manager, Susan Donnelly will submit a report updating the Committee.
- 2.5 It is recommended that upon receipt of the Quarterly Performance Report the Area Committee contact either Sonya Thomas or the Responsible Named Officer with any queries.

- 2.6 The Area Committee are asked to note that work is ongoing and to respond to Sonya Thomas with requests or comments regarding the layout and format of the Report and Scorecard.

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Appendix 1: Key to symbols
Appendix 2: Word Report in pdf format
Appendix 3: OLI Scorecard