

<b>Committee:</b>	<b>Date:</b>
Efficiency and Performance Sub Committee	16 September 2015
<b>Subject:</b> Performance Monitoring: London-wide Performance Indicators	<b>Public</b>
<b>Report of:</b> Deputy Town Clerk	<b>For Information</b>

### Summary

This report presents the most recent results from the dashboard of service Performance Indicators monitored and reported quarterly by London Councils, known as LAPS (London Authorities Performance Solution). These cover the period January to March 2015, and are attached as Appendix 1.

This shows that the City continues to perform well in comparison with London Boroughs, with 78% of the indicators for which the City reports data being in the top quartile of London performance. Where the City's performance is in the bottom quartile, or where performance has deteriorated, this is followed-up with departments. For this quarter, the City has no indicators in the bottom quartile.

This report also notes the publication, by London Councils, of data relating to measures for the financial year 2013/14.

### Recommendation

Members are asked to note the report.

### Main Report

#### Background

1. Members will recall from previous meetings that London Councils maintains a dashboard of thirty-six service Performance Indicators which are reported quarterly. This dashboard, known as LAPS (London Authorities Performance Solution) is reviewed by the Chief Officers Summit Group before being reported to the Sub Committee.
2. The latest dashboard covers the period from 1<sup>st</sup> January to 31<sup>st</sup> March 2015, and is attached as Appendix 1.
3. On the dashboard, the City's performance is shown in the column headed 'value', and by the black diamond (◆) in the column headed 'better performance →'. The 'group average' is calculated from those boroughs that submitted data. The number of boroughs submitting data for each indicator is shown in the 'group average' column.

## Current Position

4. The table below summarises the City's performance for all four quarters of 2014/15, showing the number of performance indicators (PIs) in each quartile:

	Top quartile	2 <sup>nd</sup> quartile	3 <sup>rd</sup> quartile	Bottom quartile	n/a *	Total
<b>Q1: Number of PIs</b>	14	2	2	1	17	36
<b>Q2: Number of PIs</b>	17	3	2	1	13	36
<b>Q3: Number of PIs</b>	14	3	0	1	18	36
<b>Q4: Number of PIs</b>	<b>21</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>36</b>
<b>Net change in numbers Q3 to Q4</b>	+7	+2	+1	-1	-9	-

\* The n/a indicators generally relate to Community and Children's Services indicators where the raw data value is <10. The indicators for Council Tax and non-domestic rates collection are only submitted at year end.

## Movement between quartiles

5. Six indicators have moved from n/a to the top quartile. Five of these are as a result of the national data sets becoming available for the latest quarter:
- DB14: Percentage of school-aged children in need permanently excluded from school
  - DB22: Percentage of relevant care leavers, aged 19-21, now in education, employment or training
  - DB23: Percentage of working age people on out of work benefits
  - DB24: Number of households living in temporary accommodation
  - DB25: Number of homeless applications accepted as being in priority need
6. The sixth is an indicator for which the City only provides Q4 data:
- DB32: Percentage of Council Tax collected
7. One indicator has moved from second quartile to top quartile, reflecting an improvement in performance:
- DB28: Percentage of land assessed as having unacceptable levels of litter
8. Three indicators have moved from n/a to the second quartile, because data for these indicators was not provided for Q3:
- DB09: Housing Benefit number of days to process new claims
  - DB10: Housing Benefit number of days to process change of circumstances
  - DB33: Percentage of non domestic rates collected
9. One indicator has moved from the bottom to the third quartile:

- DB36: Percentage of 'other' planning applications determined within 8 weeks

### Bottom quartile indicator

10. The City currently has no indicators in the bottom quartile; as noted above, DB36 (Percentage of 'other' planning applications determined within 8 weeks) has moved into the third quartile. This reflects a continued improvement in the City's performance:

	Q1	Q2	Q3	Q4
DB36	70.3%	70.5%	72.3%	75%

### Publication of data

11. In accordance with the LAPS Memorandum of Understanding, signed by the City Corporation and London Boroughs in 2013, London Councils published performance data at the end of August 2015 relating to fourteen performance measures.

12. This data is for the final quarter of financial year 2013/14, and is available on the London Councils website. The data is published as a simple data table, in alphabetical order of those authorities that submitted data. Ranks and averages have not been published. Authorities not submitting data have been excluded from the table.

13. The City submitted data for five indicators, and the relative ranking for each is shown below:

Measure	Number of returns received	City Corporation ranking
DB 28: Percentage of land assessed as having unacceptable levels of litter	20	2 <sup>nd</sup>
DB 29: Percentage of land assessed as having unacceptable levels of detritus	19	1 <sup>st</sup>
DB 30: Percentage of land assessed as having unacceptable levels of graffiti	18	2 <sup>nd</sup>
DB 31: Percentage of land assessed as having unacceptable levels of fly-posting	18	7 <sup>th</sup>
DB 34: Number of working days per FTE lost due to sickness absence (excluding school staff)	25	4 <sup>th</sup>

14. The remaining indicators are ones for which the City did not submit data in 2013/14, and are measures which are not included on the LAPS dashboard.

### Value for Money indicators

15. When considering the Q3 dashboard, Members requested that consideration be given to the development of Value for Money indicators to complement the

service performance indicators. An update was provided at the last meeting, and a fuller report will be provided when the Q1 dashboard for 2015/16 is reported.

## **Conclusion**

16. The City continues to perform well against the London Dashboard, with minor fluctuations from quarter to quarter. Those indicators where the City's performance is in the bottom quartile, or where performance has deteriorated are followed-up with departments, and the results reported to the Performance and Strategy Summit Group of Chief Officers.

## **Appendices**

- Appendix 1 – LAPS Dashboard for Q4 of 2014/15

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