Committee:	Date:
Efficiency and Performance Sub Committee	26 May 2015
Subject: Performance Monitoring: London-wide Performance Indicators	**Public**
Report of: Deputy Town Clerk	**For Information**

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 October to December 2014, and are attached as Appendix 1.

This shows that the City continues to perform well in comparison with London Boroughs, with 79% 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, and this report comments in more detail on those indicators.

This report also summarises the City Corporation's approach to sickness absence, as requested by Members in January. This demonstrates a rigorous approach to the monitoring and reporting of sickness absence at individual, departmental and corporate levels.

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 1st October to 31st December 2014, 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 Q1 (April-June), Q2 (July-September) and Q3 (October-December) of 2014/15, showing the number of performance indicators (PIs) in each quartile:

	Top quartile	2nd quartile	3rd quartile	Bottom quartile	n/a *	Total
Q1: Number of PIs	14	2	2	1	17	36
Q2: Number of PIs	17	3	2	1	13	36
Q3: Number of PIs	15	3	0	1	17	36
Net change in numbers Q2 to Q3	-2	-	-2	-	+4	-

* 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 n/a because the City choses to submit data only at year end.

Movement between quartiles

5. One indicator has moved from n/a to the top quartile as a result of the national data sets becoming available for the third quarter:
   o DB15: Percentage of persons aged 16-18 who are not in education, employment or training (NEET)

6. One indicator has moved from third quartile to second quartile:
   o DB35: Percentage of minor planning applications determined within 8 weeks – performance has improved from 69% to 74%

7. Three indicators have moved from the top quartile to n/a, because national datasets for these indicators were not available:
   o DB23: Percentage of working age people on out of work benefits
   o DB24: Number of households living in temporary accommodation
   o DB25: Number of homeless applications accepted as being in priority need

8. Two indicators have moved to n/a because data was not available at the cut=off date for submission:
   o DB9: Housing Benefit number of days to process new claims
   o DB10: Housing Benefit number of days to process change of circumstances

Bottom quartile indicator

9. One indicator remains in the bottom quartile – DB36: Percentage of 'other' planning applications determined within 8 weeks. This is despite the City's

performance improving from 71% to 73%. A detailed review of this indicator was reported to the last meeting of this Sub Committee.

Sickness absence

10. At the January meeting, Members requested further detail on sickness absence trends and management at the City Corporation. Figure 1 below shows the City's performance over the last three years.
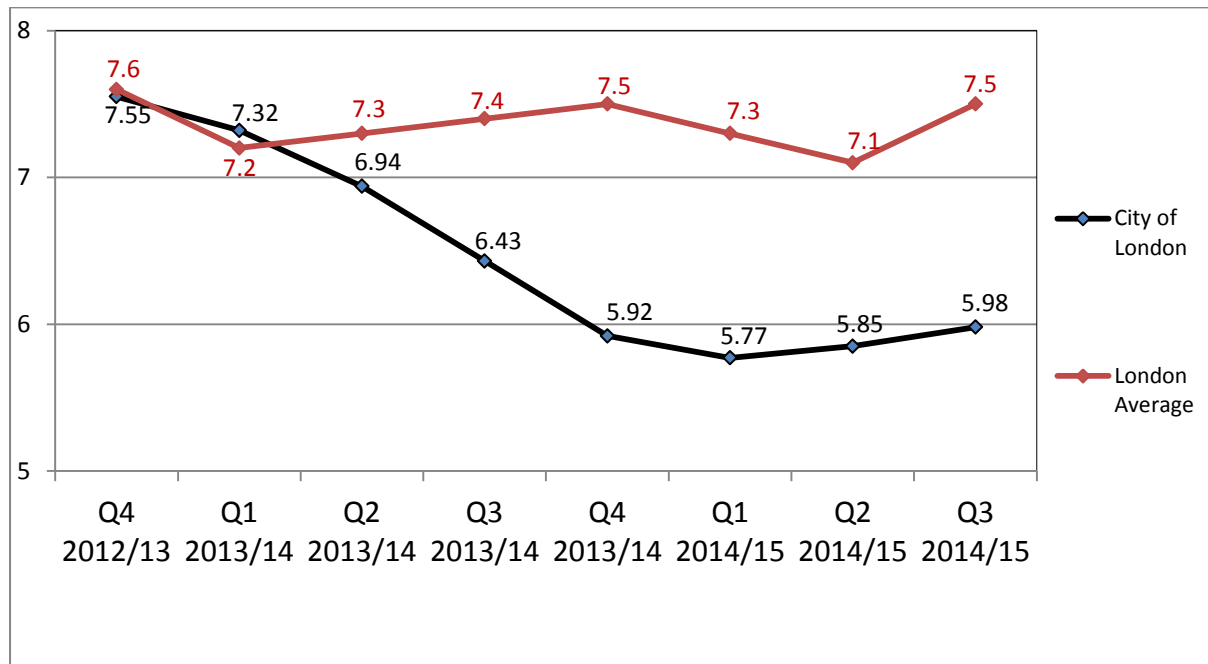

Figure 1: City of London sickness absence data – 12 month rolling averages

11. The City has a robust approach to managing sickness absence and this is reflected in the performance figures. As shown in Appendix 1, the City lost 5.98 working days per FTE (Full Time Equivalent) member of staff to sickness in the past 12 months, compared to the London average of 7.5 days and the national comparator of 9 days. This puts the City in the top quartile in terms of performance. As shown in figure 1 above, the City has been consistently below the London average for the last six quarters.

12. The City Corporation has a Sickness Absence Policy and Procedure in place for Line Managers to follow. This policy was recently reviewed and simplified and revised version was launched on the 1st February 2015. This includes return-to-work interviews after each period of absence and 'trigger levels' for further action. Monitoring and support to Line Managers is provided by Corporate HR to ensure that sickness absence is managed appropriately.

13. In April 2015, Corporate HR introduced a departmental dashboard for each Chief Officer which reports the key HR metrics, including sickness. This will now be produced on a monthly basis to enable closer monitoring of sickness absence by Chief Officers and their Departmental Management Teams, especially as this is based on dynamic sickness data and not static reported values.

14. A quarterly report of sickness absence trends and figures is provided to the Summit Group and Chief Officers Group. This will include comments from Chief Officers whose Departments are above the corporate average as to the action they are taking. Reports are also provided to the Establishment Committee on the same basis.

15. In addition, the Chief Officer Sickness Absence Review Group (SARG) meets monthly to independently review individual cases directly with line managers if the Group feels that further action should be considered.

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 Q3 of 2014/15

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