

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	17 th September 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	COM/019/302
DIRECTOR	Rob Polkinghorne and Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1, 3

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to present Committee with the status of key performance measures relating to the Operations Directorate (non-Education).

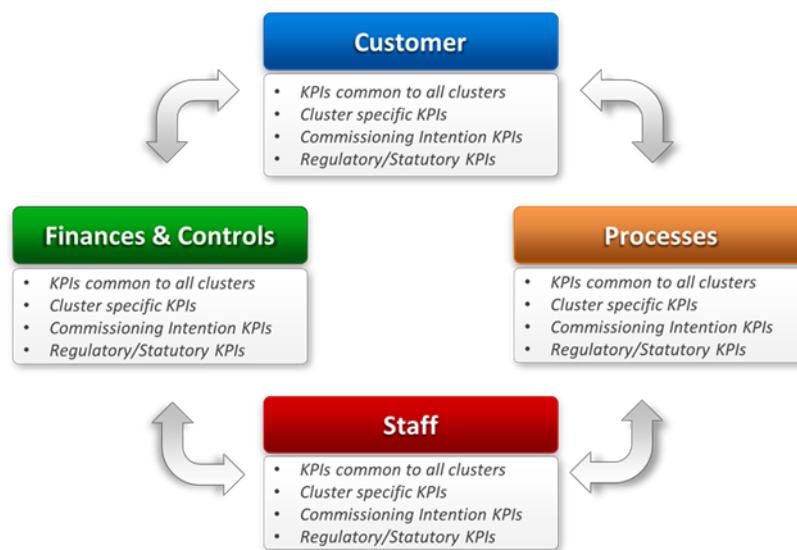
2. RECOMMENDATION(S)

- 2.1 That the Committee provide comments and observations on the performance information contained in the report Appendices.

3. BACKGROUND

- 3.1 This report is to provide members with key performance measures in relation the Operations function (non-Education).
- 3.2 On 28th March 2019, the Council's Strategic Commissioning Committee agreed a revised Performance Management Framework which set out arrangements for establishing and reporting performance measures to the Council's Committees. The Framework recognises that the City's refreshed Local Outcome Improvement Plan (LOIP) has put in place updated measures, through stretch outcomes and key improvement measures, and that these have been aligned to the Council Delivery Plan, agreed by Council on 5th March 2019. These significant changes require to be integrated within the Council's performance management arrangements.

- 3.3 In addition, the Framework provides an amended approach within which performance will be reported to committees. This presents performance data and analysis within four perspectives as shown below.







- 3.4 This report, as far as possible, reports performance up to the end of July or Quarter 1 2019/20, as appropriate. It also includes on this occasion Strategic Performance Indicator (SPI) data for 2018/19.
- 3.5 Appendix A provides an overview of current performance across the Operations (non-Education) function, with reference to recent trends and performance against target.
- 3.6 Appendix B, shows further analysis of several performance measures, listed below, which have been identified as exceptional: -
- The percentage of Repairs Inspections completed within 3 working day target (year to date)
 - Street Cleansing - LEAMS (Local Authority Environmental Audit Management System)
 - Fleet Services - percentage of vehicles over 5 years old
 - Percentage of all streetlight repairs completed within 7 days
 - Sickness Absence – Average number of days lost
 - Percentage of complaints resolved within time (Corporate)
 - YTD % of cases reassessed as being homeless or potentially homeless within 12 months of a previous case being closed
 - Average time taken to Re-let all properties (shown), Void Rent Loss and Satisfaction with the Standard of Home when moving in (**Merged**)
 - Gross rent arrears (Includes Current & Former Tenant Arrears and Write Offs) as a percentage of Rent due for the reporting year
- 3.7 Appendix C provides SPI information which is in narrative form only and is relevant to Operations and Protective Services (non-Education).

3.7 Within the summary dashboard the following symbols are used:

Performance Measures

Traffic Light Icon

-  On target or within 5% of target
-  Within 5% and 20% of target and being monitored
-  Below 20% of target and being actively pursued
-  Data only – target not appropriate

4. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report.

5. LEGAL IMPLICATIONS

There are no direct implications arising out of this report regarding legal issues.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	No significant related financial risks.	L	N/A
Legal	No significant related legal risks.	L	Publication of service performance information in the public domain ensures that the Council is meeting its legal obligations in the context of Best value reporting.
Employee	No significant related employee risks.	L	Oversight by Elected Members of core employee health and safety data supports the Council's obligations as an employer
Customer	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report

Environment	No significant related environmental risks.	L	N/A
Technology	No significant related technological risks.	L	N/A
Reputational	There are no material reputational risks attached to this report	L	Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.

7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The Council aims to support improvement in the local economy to ensure a high quality of life for all people in Aberdeen. This report monitors indicators which reflect current economic activity within the City and actions taken by the Council to support such activity.
Prosperous People	The Council is committed to improving the key life outcomes of all people in Aberdeen. This report monitors key indicators impacting on the lives of all citizens of Aberdeen. Thus, Committee will be enabled to assess the effectiveness of measures already implemented, as well as allowing an evaluation of future actions which may be required to ensure an improvement in such outcomes.
Prosperous Place	The Council is committed to ensuring that Aberdeen is a welcoming place to invest, live and visit, operating to the highest environmental standards. This report provides essential information in relation to environmental issues allowing the Committee to measure the impact of any current action.
Enabling Technology	The Council recognises that enabling technology is central to innovative, integrated and transformed public services.

Design Principles of Target Operating Model	
	Impact of Report
Customer Service Design	The report supports a focus on the delivery of customer centric services through the scrutiny of service delivery to customers. The review and realignment of performance measures will be done

	in the context of a customer centric service design and delivery.
Organisational Design	The report reflects recognition of the process of organisational design and provides assurance through scrutiny of operational effectiveness. The review and realignment of performance measures will support the redesign of the organisation.
Governance	Oversight and scrutiny of operational performance, including that provided by external inspection, supports the robustness of governance arrangements between and across internal and external providers
Workforce	The performance report does and will continue to support understanding of the role and development of the workforce.
Process Design	As the interim structure embeds, development and integration of process design will be influenced by continual evaluation of the performance and outcome measures applied to service provision.
Technology	Technology is being used both in the capture and analysis of data and in the improvement planning of services.
Partnerships and Alliances	Continuous review of the outcomes, and effectiveness, of in-house services provides assurance to critical partners where there are shared objectives. Where available data sharing between partners will be used to monitor performance and support improvement.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	The recommendations arising from this report do not require that full Equality and Human Rights Impact Assessment is completed
Data Protection Impact Assessment	Not required
Duty of Due Regard / Fairer Scotland Duty	Not applicable

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)
[Aberdeen City Council Delivery Plan](#)

10. APPENDICES (if applicable)

Appendix A – Performance Summary Dashboard

Appendix B – Performance Analysis of Exceptions

Appendix C – Narrative Strategic Performance Indicators

11. REPORT AUTHOR CONTACT DETAILS

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