

ABERDEEN CITY COUNCIL

COMMITTEE	Operational Delivery Committee
DATE	May 27 th 2021
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Operational Delivery Performance Report
REPORT NUMBER	CUS/21/101
DIRECTOR	Andy MacDonald
CHIEF OFFICER	Martin Murchie
REPORT AUTHOR	Louise Fox
TERMS OF REFERENCE	1.1.3

1. PURPOSE OF REPORT

- 1.1 To present Committee with the status of key performance measures relating to the Operations function (non-Education).

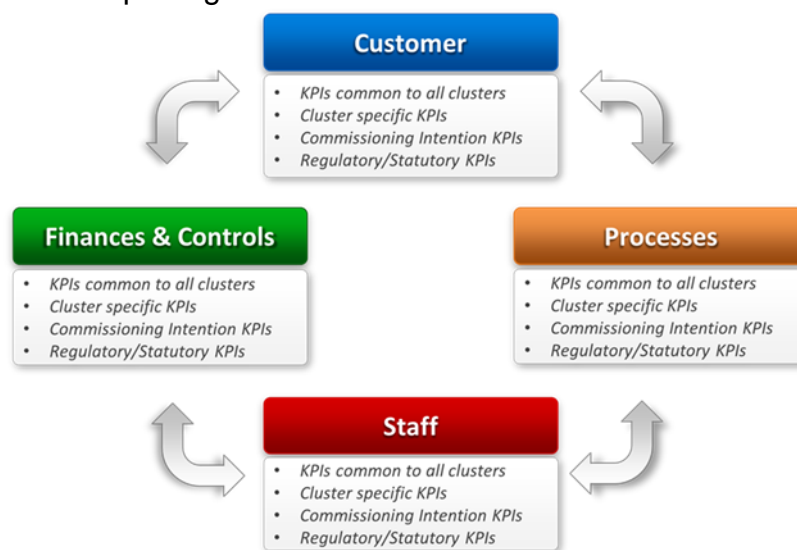
2. RECOMMENDATION(S)

- 2.1 That the Committee provide comments and observations on the performance information contained in report Appendix A.
- 2.2 That the Committee approve the reduction in the target for Service Standard ‘% Foster carers and adopters approved within a timescale of 6 months from application’ from 90% to 75%.

3. BACKGROUND

- 3.1 This report is to provide members with key performance measures in relation the Operations (non-Education) function as expressed within the 2020/21 Council Delivery Plan.
- 3.2 Introduced in 2019/20 Performance Framework Reporting, initially against in-house delivery directly contributing to the City’s Local Outcome Improvement Plan (LOIP) to the Operational Delivery and City Growth and Resources Committees, has informed the 2020/21 Council Delivery Plan (the Plan) that was agreed by Council on the 3rd March 2020.

- 3.3 The 'Performance Management' section of the Plan explains how the commitments and deliverables will be supported and scrutinised through the Council's Performance Management Framework, which establishes robust performance management of service delivery. This section outlines the systematic approach that will be taken during 2020/21 to identify, plan and deliver improvement.
- 3.4 The Plan reflects on the revised governance arrangements for Committee reporting, agreed on 3rd March 2020, and the roll-out of Performance Management Framework reporting against those Enabling Services which contribute outcomes and services that do not directly deliver against the LOIP, alongside the introduction of Service Standards against each Function that builds on the original Framework.
- 3.5 The Framework provides for an amended approach within which performance will be reported to Committees. This presents performance data and analysis within four core perspectives as shown below which provides for uniformity of performance reporting across to Committee.



- 3.6 This report, as far as possible, details performance up to the end of March 2021 or Quarter 4 2020/21, as appropriate. In this instance, the Appendix also includes annual measures reported as part of the Scottish Local Benchmarking Framework to the end of 2019/20 (most recent available published data). These indicators enable comparison of Council performance with the national outcomes and those of other local authorities.
- 3.7 Appendix A provides an overview of performance across the Operations (non-Education) function, with reference to recent trends and performance against target. It also includes, at appropriate points in the Appendix, further analysis of several performance measures which have been identified as exceptional. These are listed below:
- % of complaints resolved within timescale (stage 1 and 2) - Building Services
 - YTD % of Void Path Maintenance completed within timescale
 - % Foster carers and adopters approved within 6 months of application
 - Net cost per waste disposal per premise
 - Average Call Wait Time (IT Helpdesk)

- Rent loss due to voids as a percentage of gross rent due - year to date average
- 3.8 Within the Appendix analysis for Service Standard ‘% Foster carers and adopters approved within 6 months of application’ the Chief Officer – Integrated Children and Family Services outlines reasons for the recommended reduction in target for this Standard from 90% as agreed by Council on 10th March 2021 to 75%.
- 3.9 With recognition of the impact on service delivery, and priority re-allocations of resource arising from the Council’s COVID-19 response, it has not been possible, or appropriate, in every case to fully develop data or reflection for the full suite of all agreed Service Standards or KPI’s for this period. Data and Insights continues to work with services to gather and review this data, where available.
- 3.10 Within the summary dashboard the following symbols are also 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

Where narrative analysis of progress against Service Standards is provided and has been attributed with a RAG status by the relevant Service Manager, these are defined as follows:

RAG Status

- **GREEN** – Actions are on track with no delays/issues emerging
- **AMBER** – Actions are experiencing minor delays/issues emerging and are being closely monitored
- **RED** – Actions are experiencing significant delays/issues with improvement measures being put in place

4. FINANCIAL IMPLICATIONS

There are no direct financial implications arising out of this report.

5. LEGAL IMPLICATIONS

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

6. MANAGEMENT OF RISK

Category	Risk	Low (L) Medium (M) High (H)	Mitigation
Strategic Risk	None		
Compliance	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.
Operational	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
Financial	No significant related financial risks.	L	N/A
Reputational	Lack of sufficient access to information for citizens	L	Placing of information in the public domain contributed to by this report. Reporting of service performance serves to enhance the Council's reputation for transparency and accountability.
Environment / Climate	No significant related environmental risks.	L	N/A

7. OUTCOMES

<u>COUNCIL DELIVERY PLAN</u>	
	Impact of Report
Aberdeen City Council Policy Statement	None
Aberdeen City Local Outcome Improvement Plan	
Prosperous Economy Stretch Outcomes	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 Stretch Outcomes	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 Stretch Outcomes	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.
Regional and City Strategies	None
UK and Scottish Legislative and Policy Programmes	None

8. IMPACT ASSESSMENTS

Assessment	Outcome
Impact Assessment	The recommendations arising from this report do not require that a full Equality and Human Rights Impact Assessment is completed
Data Protection Impact Assessment	Not required

9. BACKGROUND PAPERS

[Local Outcome Improvement Plan](#)

Council Delivery Plan 20/21 – COM/20/052

10. APPENDICES

Appendix A – Performance Summary Dashboard

11. REPORT AUTHOR CONTACT DETAILS

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