

North East Locality Committee

5.00pm, Thursday 26 April 2018

Locality Performance Reporting

Item number	7.7
Report number	
Executive/routine	
Wards	
Council Commitments	

Executive Summary

The report provides recommended performance measures for the service areas within the Locality Committee's delegated powers and outlines the proposed performance framework which will be developed to ensure oversight is provided in other areas.

Locality Performance Reporting

1. Recommendations

- 1.1 It is recommended that members of the Locality Committee:
 - 1.1.1 Agree the performance measures for the service areas where, as detailed in the Terms of Reference, the committee has been delegated power to monitor performance,
 - 1.1.2 Agree that reporting against these measures shall commence within one cycle via a 'locality dashboard',
 - 1.1.3 Agree the principles of the proposed Locality Committee performance framework as presented and that these are developed further via a workshop led approach.

2. Background

- 2.1 The Terms of Reference for Locality Committees details the delegated functions for which the committee is responsible and can be summarised as outlined in Figure 1 below. The delegated functions, with their differing levels of oversight and scrutiny, form the basis of a proposed Locality Performance Framework which will assist the committee in discharging their duties.

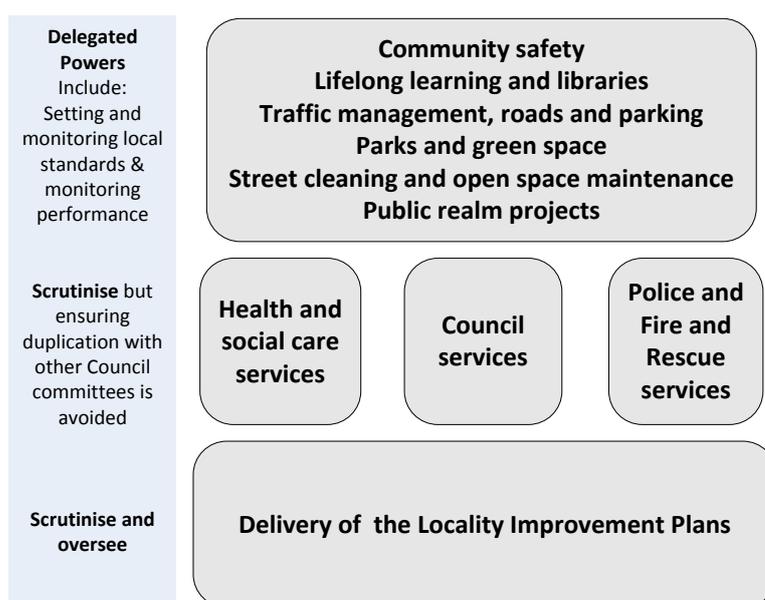


Figure 1: Proposed performance structure, locality performance reporting

- 2.2 In summary, locality performance reporting shall address:
- 2.2.1 Performance measures for the locality delegated power service areas,
 - 2.2.2 Performance monitoring of other council and partner services provided within the locality,
 - 2.2.3 Measurements for monitoring the delivery of the council services as detailed in the Locality improvement plans (LIPs),
- 2.3 These are outlined in further detail in the following sections.

3. Main report

Delegated Powers

- 3.1 The Terms of Reference for Locality Committees lists the following areas where the committee has been delegated power to monitor performance:
- Community safety
 - Lifelong learning and libraries
 - Traffic management, roads and parking
 - Parks and green space
 - Public realm projects
 - Street cleaning and open space maintenance
- 3.2 A 'locality dashboard' is being developed to provide performance information for these areas. Where applicable, locality targets will be agreed and displayed with the indicator. The dashboard will be presented to the Locality Committee within one cycle for review. The proposed dashboard indicators are detailed in Appendix 1 and will be subject to periodic review.

Other locality based services

- 3.3 As detailed in Figure 1, and outlined in the Terms of Reference, there are a variety of other services provided within the locality that the locality committee require to have overview of. This includes the performance of health and social care services, the locality performance of citywide services and the performance of selected partner organisations.
- 3.4 Further work is required:
- 3.4.1 to identify which services (and key performance indicators) will be most relevant for the locality committee to have sight of,
 - 3.4.2 to consider how the reporting of these services to the locality committee aligns with other committees' performance reporting.
- 3.5 It is recommended locality performance reporting is further developed via a workshop approach, supported by Strategy & Insight.

Progress with Locality improvement plans (LIPs) delivery

- 3.6 **Action plan monitoring.** Part of the action planning work currently being undertaken by the locality workstreams involves the identification of performance and progress monitoring. This monitoring will be included as part of action plan updates.
- 3.7 **Citywide longitudinal monitoring of LIP progress.** A list of high level performance indicators is in development. These will focus on the longer-term outcomes of the LIPs, and will include a balance of activity, performance and perception indicators. Most of these indicators will only be updated on an annual basis and should show trends over the five-year life of the LIPs. Further consideration is required as to the frequency with which update reports are presented to future locality committees.
- 3.8 It is acknowledged that there will be overlap in indicators included in the different performance reports. Work is ongoing to ensure that collation and reporting of these indicators is as streamlined as possible. A central system of data collation (Pentana) is to be used to reduce the data input burden and allow the data to be reported as required. (e.g. citywide, locality wide, individual workstream focused or small area focused).

4. Measures of success

- 4.1 This report provides the Locality Committee with an overview of the performance framework to be implemented within which will be a range of performance measures that will allow for measuring success in the year ahead.

5. Financial impact

- 5.1 The costs of implementing the Performance framework are contained within existing budgets.

6. Risk, policy, compliance and governance impact

- 6.1 There are no perceived risks associated with this report.

7. Equalities impact

- 7.1 The performance framework will support the monitoring of equalities outcomes and the protected characteristics within the locality.

8. Sustainability impact

- 8.1 There are no adverse environmental implications arising from this report.

9. Consultation and engagement

- 9.1 The Performance Framework will continue to be developed in collaboration with Elected Members, Senior and Locality Managers.

10. Background reading/external references

- 10.1 [Council Business Plan 2017 - 22](#)
10.2 [Locality improvement plan](#)
10.3 [Membership and Terms of Reference](#)

11. Appendices

- 11.1 Appendix 1 - Delegated Powers - proposed performance indicators

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11.1 Appendix 1

Delegated Powers - proposed performance indicators (measures are monthly, unless noted).

<p>Community safety</p>	<p>Lifelong learning and libraries</p>
<p>ASB visits by community safety night team</p>	<p>Number of under 16s attending library events</p>
<p>Number of ASB complaints per 10k Pop (PS)</p>	<p>Number of visits to council libraries per 1,000 population</p>
<p>% Repeat ASB complaints (PS)</p>	<p>Customer interaction with libraries (includes electronic information)</p>
	<p>Adults participating in learning opportunities (measure to be defined)</p>
<p>Traffic management, roads and parking</p>	<p>Parks and green space</p>
<p>% of emergency road defects made safe within 24 hours</p>	<p>Number of parks achieving green flag status (annual)</p>
<p>% of non-emergency road defects made safe to timescale</p>	<p>Park quality assessment scores (annual)</p>
<p>% of emergency street lightning repairs made safe within 4 hours</p>	
<p>% of street lightning 5 days repairs completed in time</p>	
<p>Street cleaning and open space maintenance</p>	<p>Public Realm Projects</p>
<p>Number of street cleansing service requests</p>	<p>Projects not yet defined</p>
<p>% of street cleansing service requests resolved within timescale</p>	