



## **SERVICES FOR THE COMMUNITY POLICY DEVELOPMENT AND SCRUTINY PANEL**

### **PERFORMANCE REPORTING**

#### **REPORT BY HEAD OF HOUSING, CUSTOMER AND BUILDING SERVICES**

##### **A. PURPOSE OF REPORT**

To report the current levels of performance for Housing, Customer and Building Services indicators that are the responsibility of the Services for the Community Policy Development and Scrutiny Panel.

##### **B. RECOMMENDATION**

To note the current performance on Housing, Customer and Building Services key performance indicators and determine if further action or enquiry is necessary.

##### **C. SUMMARY OF IMPLICATIONS**

<b>I Council Values</b>	Focusing on our customers' needs;  Being honest, open and accountable; and  Making best use of our resources.
<b>II Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	In compliance with the Code of Corporate Governance and the principles of Best Value.
<b>III Implications for Scheme of Delegations to Officers</b>	None.
<b>IV Impact on performance and performance Indicators</b>	There is no impact but this report is part of the agreed process for performance reporting.
<b>V Relevance to Single Outcome Agreement</b>	The key performance indicator that is relevant to the SOA is HQSPROP033.
<b>VI Resources - (Financial, Staffing and Property)</b>	None.
<b>VII Consideration at PDSP</b>	N/A
<b>VIII Other consultations</b>	Tenants Panel and service staff.

## **D. TERMS OF REPORT**

### **Introduction**

The performance of service activities or ongoing tasks is measured through the use of key performance indicators (KPIs). The key activities of the service are covered by KPIs, some of which are also specified performance indicators (SPIs). The council's performance management system, Pentana, uses a simple traffic light system to show if progress is on target (green), in danger of falling behind target (amber), or below target (red).

Each Policy Development and Scrutiny Panel is allocated areas of responsibility for overseeing performance within their remit. The information contained in Appendix 1 gives details on the Housing, Customer and Building Services indicators that fall within the remit of this PDSP.

### **Current Position**

Of the 10 performance indicators we are reporting, 6 are categorised as green and 4 as red. This position for Q3 is unchanged from that of that Q2. It should be noted that the one indicator - HNS003\_9a Quarterly spend on additional homeless service costs will be updated when the data is available at the end of January when this is released to the service. Each indicator in the appendix displays the latest note which offers an explanation from the service on current performance levels.

## **E. CONCLUSION**

The summary chart at the front of Appendix 1 shows the status of the performance indicators which are the responsibility of this PDSP. The information contained in Appendix 1 will allow the Panel to note current performance levels and actions being taken to address where current performance is below target.

## **F. BACKGROUND REFERENCES**

None.

Appendices/Attachments: One

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Date of Meeting: 5<sup>th</sup> February 2019