

**Open Report on behalf of Richard Wills, Executive Director for Environment and Economy**

Report to:	<b>Highways and Transport Scrutiny Committee</b>
Date:	<b>14 December 2015</b>
Subject:	<b>Scrutiny of Performance</b>

**Summary:**

Monitoring performance is a key role for each of the Council's scrutiny committees. It provides assurance where activity is meeting expectations and highlights areas performing outside expectation which require additional scrutiny. This report invites the Committee to consider the Council's new performance regime and options for how this Committee can effectively scrutinise key performance information in the future.

**Actions Required:**

The Highways and Transport Scrutiny Committee is invited;

1. To consider and comment on the report.
2. To agree how it wishes to scrutinise performance in the future.

## **1. Background**

At the September 2015 meeting of the Committee a report was presented regarding future performance reporting. The Committee was advised that there were no key performance indicators within the new Council Business Plan directly relating to Highways and Transportation but that the major projects that Highways were involved with would be reported in due course using the Council's new 'infographic' approach. Customer Satisfaction information for Quarter 1, 2015-16 was also reported within the report as usual.

At the last Agenda Setting Meeting for the Committee, usually attended by the Chairman and Vice-Chairman of the Committee along with senior Highways officers, a discussion took place regarding the approach to Performance reporting in future. It was suggested that the Committee could receive a combined quarterly performance report in written form that would include the regular Major Schemes update, the quarterly Highways Alliance report and quarterly Customer Satisfaction information. This approach would mirror that taken by other scrutiny committees in having a quarterly overview and a base to inform the business that appears on the

Committee's Work Programme. It would also provide increased transparency of the Major Schemes updates which are currently only provided in verbal form. However, verbal updates regarding Major Schemes would still be included on those Committee agenda not featuring a quarterly performance report.

The Committee is invited to consider if the proposal outlined above would meet the Committee's expectations and provide the necessary information to carry out robust scrutiny of performance. Alternatively the Committee may wish to continue receiving information in its current form or to consider some compromise between the proposal and the current offer. Any changes could be incorporated from the January 2016 meeting onwards with the first combined report appearing on the agenda for the Committee's 7 March 2016 meeting.

#### Customer Satisfaction information

Attached at Appendix A is Customer Satisfaction information for Quarter 2 2015-16. The figures show an increase in complaints from the previous quarter although the majority of complaints were ultimately unsubstantiated. Complaints in Quarter 2 were down from the level of complaints in the corresponding quarter of 2014-15. Compliments received by Highways and Transportation were up 37% from the previous quarter.

## **2. Conclusion**

This report provides Members of the Committee with the opportunity to reflect on the performance information they receive and to consider the timing and format of information they receive in the future

## **3. Consultation**

### **a) Policy Proofing Actions Required**

n/a

## **4. Appendices**

These are listed below and attached at the back of the report	
Appendix A	Customer Satisfaction information – Quarter 2 2015-16

## **5. Background Papers**

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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