

Review: Performance Monitoring and Reporting in Hillingdon Council

Committee name	Corporate Finance and Property Select Committee
Officer reporting	Naveed Mohammed, Corporate Services and Resources
Papers with report	None.

HEADLINES

This item will focus on the first witness session regarding the Committee's review into Performance Monitoring and Reporting in Hillingdon.

RECOMMENDATION:

That the Committee notes the evidence heard at the witness session.

SUPPORTING INFORMATION

At the Committee meeting held on 3 June 2021, Members discussed potential topics for a review. Further discussions with officers took place following the meeting, and it was agreed that a scoping report on "Performance Monitoring and Reporting in Hillingdon Council" be brought before Members. Further to this, on 20 July 2021, the Scoping Report (attached) was approved by the Committee subject to a few minor amendments.

At this first witness session, Members will hear from key witnesses who will set out the current situation in respect of performance monitoring and reporting within Hillingdon Council.

At this meeting, the Committee will hear evidence from Naveed Mohammed, Head of Business Performance and Insight and from James Wigley, Managing Director – Key Intelligence UK.

Terms of Reference

The following Terms of Reference were noted for this review, subject to any changes agreed by the Committee:

The following Terms of Reference are suggested for this review, subject to any changes agreed by the Committee:

- 1. Where are we now?*** - To ensure Members receive a broad overview of existing arrangements in respect of data collection, use of data and performance reporting across all parts of the Council.
- 2. What do we need to do better and how?*** - To review the Council's current arrangements in the use of data to manage operational delivery and drive service improvements and seek to:

Classification: Public

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- a. *compare and contrast arrangements in Hillingdon with peer authorities and other public organisations and to understand areas of good practice and further improvement and developments required; and*
 - b. *Investigate short-medium term improvements in data reporting and presentation to decision-makers, e.g., Corporate Management Team / Cabinet Members / Select Committees.*
3. ***Where do we want to be?*** - *To provide Members with an insight into the future of data collection and reporting, along with associated technology and its practical application for decision-making. To encourage officers to buy into the process and produce honest and useful data.*
 4. *To make practical, prudent recommendations to Cabinet, (and other bodies if applicable), based on the Committee's findings.*

How this report benefits Hillingdon residents

Select Committees directly engage residents in shaping policy and recommendations from the Committees seek to improve the way the Council provides services to residents.

Financial Implications

None at this stage.

Legal Implications

None at this stage.

BACKGROUND PAPERS

NIL.