

Review: Performance Monitoring and Reporting in Hillingdon Council: Findings and Recommendations

Committee name	Corporate, Finance and Property Select Committee
Officer reporting	Liz Penny, Democratic Services
Papers with report	Review Scoping Report and Minutes
Ward	N/A

HEADLINES

Having heard from a number of witnesses in relation to the Committee's review of Performance Monitoring and Reporting in Hillingdon Council, the Committee will now have an opportunity to discuss the findings of the review and consider possible recommendations.

To assist, some discussion areas for possible recommendations are proposed by the Select Committee Chairman.

RECOMMENDATION

That the Corporate, Finance and Property Select Committee discuss the findings of its review of Performance Monitoring and Reporting in Hillingdon Council and consider draft recommendations in relation to the review.

SUPPORTING INFORMATION

In previous witness sessions, Members of the Select Committee have heard from Naveed Mohammad, Head of Business Performance, and from representatives of key Council departments. The Committee is now requested to consider the findings of the review and discuss possible draft recommendations. The following discussion areas are proposed to consider framing recommendations around:

Discussion areas for possible recommendations

1. Encourage service heads/directors, in conjunction with respective Cabinet Members, to review the current use of data within their areas and how this is used downstream – either for reporting or to identify performance (issues);
2. Additional to the above, awareness to be raised about the varying target audiences, ensuring that outputs are presented in user-friendly manners;
3. Consideration to be given to whether Select Committees should be presented with regular performance updates of services within their remit/terms of reference (not necessarily just at meetings). This may sit with Cabinet Members;
4. Ensure that all teams/departments are aware of the services of the Business Performance team;

5. Linked to the above, consider the possibility of upskilling from the Business Performance team to various departments to enable data/Management Information production within teams;
6. Consideration for the frequency of CMT Balanced Scorecard to be increased to monthly, from quarterly. Cabinet to also have input into the metrics presented to CMT via Balanced Scorecard to ensure that they are fit to measure overall Council performance and drive strategic decisions;
7. Procurement to look at whether there are appropriate external software/systems that could be implemented or integrated that would deliver tangible and cost effective benefits.

To assist Members, also attached is the initial scoping report, setting out the Committee's Terms of Reference and an extract of the relevant minutes pertaining to the review as background information.

Next steps

Following the Committee's consensus on any draft recommendations, Democratic Services will prepare a draft review report, based around these, for the Committee's consideration at its next meeting. This will ensure the Committee is on target to report to Cabinet in the early part of 2022.