

#### **S41. Reporting Service Performance by Theme**

The committee considered a report by the Director of Corporate and Housing Services which set out a proposal to allow members to view performance information using the Council's performance management system, Pentana. An 'elected member' portal would be created to allow members to monitor performance by 'theme'. This would allow day-to-day access rather than the current model whereby members receive performance information in committee reports every four months or so. Training would be provided to those members who wished to use the system.

The Director of Corporate and Housing Services gave a short overview of the report and the Performance Management Systems Developer gave a short presentation of the members' portal.

Ms Miller explained, following questions, aspects of the process for updating the system and practical features of the members' portal. The Director explained, following a question, that services regularly scrutinised the performance information, in particular the key performance indicators, to ensure that improvement actions were both in place and effective. The Improvement Manager confirmed Pentana, had been purchased on licence and had been used by services for many years. It was a system which a number of other Local Authorities utilised he confirmed, following a question, that the system was accessible to officers and elected members. It was not accessible by the public. Following a statement that scrutiny should be in the public domain the question was put on whether, in fact, access should be widened to the public.

The Director stated that the reports, which were based on the information held on the system, were publicly available. The committee discussed the reporting of performance information. It was not the case that reporting would only be by exception. There was a programme for reporting performance information to the committee and this would not change as a consequence of the elected members portal. Services would continue to report by exception as and when it was necessary to do so. Members could now monitor and interrogate performance information at any time and could raise concerns at committee. All reports which were submitted to the committee were published on the Council website. The committee discussed the role of the performance panel and Council's decision, in 2019, that performance information would fall within the remit of the Scrutiny Committee. Members questioned whether this had resulted in less frequent performance reporting and whether the members' portal was a less satisfactory way of open replacement. The Director stated that the reporting frequency had not changed and providing access to members was intended to allow them to monitor performance information to provide a fuller picture and understanding - the scrutiny of Services' performance would be carried out by the Committee. The Democratic Services Manager concurred and added that by accessing performance information members were not carrying out the scrutiny function. Scrutiny was carried out by the Scrutiny Committee and it was proper that this was done in public view. Council had reviewed the scrutiny process and had moved the scrutiny of performance information from the panel to the Committee for a number of reasons –

primarily to allow the committee to better carry out its role. At no time was the intention to reduce the scrutiny of performance information.

The committee then discussed how the system would be practically used by elected members. Officers and elected members had different levels of accessibility – some could ‘see’ only where as some officers could edit and update the information. Following a question Ms Miller confirmed that the data could be inputted manually or pulled from other sources such as spreadsheets. Members concurred that the system could be useful to allow them to better understand performance. Initially, however, it would take time for their understanding to bed in. Tracking key performance information – such as the cost of planning – had allowed the committee to undertake effective scrutiny of an area of service and it was hoped that access to Pentana information would augment their role.

### **Decision**

**The Scrutiny Committee noted the new way to access service performance information and performance information contained therein.**