

SUSTAINABLE GROWTH AND ENVIRONMENT CAPITAL SCRUTINY COMMITTEE	Agenda Item No. 7
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Report of Executive Director – Strategic Resources

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KEY PERFORMANCE INDICATORS FOR THE AMEY (PREVIOUSLY ENTERPRISE PETERBOROUGH) PARTNERSHIP

1. PURPOSE

1.1 This is an opportunity for the Committee to hear from and question officers of the Council on the proposed new set of Key Performance Indicators (KPIs)

2. RECOMMENDATIONS

2.1 The Sustainable Growth and Environment Capital Scrutiny Committee are asked to provide feedback on the proposed new set of KPIs for the Amey (previously Enterprise Peterborough) contract.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

3.1 The Enterprise Peterborough partnership contributes to all the priorities in the Sustainable Community Strategy:-

- Creating opportunities – tackling inequalities;
- Creating strong and supportive communities;
- Creating the UK’s environmental capital; and
- Delivering substantial and truly sustainable growth.

4. BACKGROUND AND CONTEXT

4.1 Following discussion in September 2013, we have met with representatives of the Committee and Amey to discuss and agree a way forward.

4.2 Committee members have been supportive of the need to rationalise the existing suite of KPIs, to bring both greater *visibility of* and *clarity about* expected service standards.

4.3 There is consensus that indicators need to be realistic and stretching to both ensure delivery of minimum contractual standards at the same time as improving customer satisfaction.

5. KEY ISSUES OF CONCERN TO THE COMMITTEE

5.1 Update

5.1.1 Over the past month Strategic Client Services (SCS) have worked closely with Cllrs Fox and Thulbourn from the Committee – and Cllr Sandford as group representative – to consolidate a streamlined set of KPIs to underpin the service standards and performance management arrangements with Amey (previously Enterprise Peterborough). **This paper sets out the new KPIs.**

5.1.2 PCC is working with Amey to agree both target levels for and financial penalties to be associated with each KPI. Once this is complete – and subject to the views of the Committee – the KPIs will need to be signed off and adopted both by PCC management and the Amey board.

5.2 Our approach to the new KPIs

5.2.1 We are proposing rationalising the 106 KPIs that we have been monitoring into a new streamlined set of 20 customer focused measures (detailed in appendix 1.0).

5.2.2 The 20 measures that we propose will capture whether Amey is delivering a level of service that is acceptable to the Council¹.

5.2.3 The proposed KPIs cover the key public facing aspects of the business:

- Waste and Recycling
- Street Cleansing
- Parks Trees and Open Spaces
- The City Centre
- Travellers
- Managing and responding to queries and complaints

5.2.4 In order to provide transparency and clarity for Councillors and the public, and to ensure that we can continue to improve performance across the city, we have provided:

- a summary of what should be expected in each service area;
- where appropriate, images that illustrate the expected standards;
- information on how performance will be measured – and how shortcomings can be reported

5.2.5 In addition, we are placing a significantly bigger emphasis going forward on the views of customers. Four of the new KPIs relate to the biannual Citizens Panel survey, in which we will ask residents directly about their satisfaction with the key services that are provided on their behalf.

6.0 IMPLICATIONS

6.1 The partnership enables the Council to continue to provide value for money services through its partner.

7. CONSULTATION

¹ In addition to the proposed 20 headline KPIs, PCC will monitor technical compliance against the full suite of service specifications agreed at the time of the contract

7.1 Observations made by Members and other stakeholders have been taken into account in this report.

8. NEXT STEPS

8.1 Once we have the Committee's views, we will aim to agree and implement these KPIs to underpin the contract from 2014 – 2015. We will continue to explore further opportunities associated with targets, incentives and penalties.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

9.1 None

10. APPENDICES

10.1 Appendix 1.0 - New KPI's

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