

## SCRUTINY COMMISSION

### 2<sup>nd</sup> August 2022

<b>Report Title</b>	<b>Performance Indicator Report 2022/23 (Period 2)</b>
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<b>Executive Member</b>	<b>Cllr Jason Smithers Leader of the Council</b>

#### List of Appendices

**Appendix A** –Summary Performance Indicator Report for Period 2 2022/23 (May 2022)

**Appendix B** –Detailed Performance Indicator Report for Period 2 2022/23 (May 2022)

**Appendix C**- Human Resources Workforce Data Period 2 2022/23 (May 2022)

#### **1. Purpose of Report**

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- 1.1. To provide members with an update on the Council’s performance across a wide range of services, as measured by performance indicators, with the aim of informing scrutiny.
- 1.1 Set out some of the actions the Council is taking to develop its performance monitoring arrangements.

#### **2. Executive Summary**

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- 2.1 The Scrutiny Commission identified the need for regular performance reports on the Council’s services and key local outcomes at its Scrutiny Conference back in October 2021. Performance reporting has been built into the Scrutiny Work Programme as a routine and regular feature.
- 2.2 A summary of the performance information relating to a range of services as measured by corporate performance indicators (CPI’s) has been provided as **Appendix A**.
- 2.3 A more detailed assessment of the performance of services as measured by the same suite of corporate performance indicators has been included as **Appendix B**. This includes comments / exception reports on each of the performance indicators reported.

- 2.4 Additional Human Resources workforce data is provided within **Appendix C**.
- 2.5 Members of the Scrutiny Commission are advised to flag up areas they wish to understand in further detail with the report author at least three working days prior to the meeting. This is by no means essential but given the broad range of information included within the appendices of this report, it will help ensure a more thorough answer is provided at the meeting.

### **3. Recommendations**

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- 3.1 It is recommended that the Scrutiny Commission note the performance of the Council and its services as outlined in the appendices of this report, and use the information provided to aid the process of scrutiny.

### **4. Report Background**

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#### **Context**

- 4.1 The availability of accurate, timely and relevant information about the performance of services is good practice. It enables operational and policy decisions to be made, and it informs healthy debate and scrutiny of services.

#### **Performance Report**

- 4.2 A summary of the performance information relating to the Corporate Plan indicators agreed for 2022/23 has been provided as **Appendix A**. A more detailed assessment of this same indicator set's performance has been included as **Appendix B**.
- 4.2 In keeping with previous reports, the enhanced Human Resources Workforce Data has been provided as **Appendix C**. The format and presentation of this data is being developed to ensure it is meaningful for members so it can accurately inform strategic decision making moving forward.
- 4.3 We continue to identify and develop indicators where appropriate, specifically where there are gaps in measuring how effectively we are delivering against the key commitments as outlined with the Council's corporate plan.

#### **Benchmark and Comparative data.**

- 4.4 As stated in previous reports, the Council recognises the importance of having comparable and reliable benchmark data and continues to make progress in establishing these. The performance team are working closely with directors and service leads to ensure that meaningful benchmark networks and comparative data exist moving forward. It is anticipated that the second quarter's performance reports will feature more meaningful and relevant benchmark data across many of the indicators provided.
- 4.5 Benchmark data has been updated across many national indicators. Where this applies, the benchmark figures included within the report have been updated with the source and applicable update date provided.

## **5. Issues and Choices**

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5.1 There are no issues or choices arising from this report.

## **6. Implications (including financial implications)**

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### **6.1 Resources and Financial**

6.1.1 There are no direct resource or financial implications arising from this report. However, the financial performance of the Council is an important metric when gauging how the Council is performing. The scarcity of resources inevitably means there is a trade-off between performance and affordability. The goal is to ensure that efficiency, economy and effectiveness are maximised within realistic parameters.

### **6.2 Legal**

6.2.1 There are no legal implications arising from this report.

### **6.3 Risk**

6.3.1 There are no significant risks associated with the recommendations of this report.

6.3.2 There are risks associated with not scrutinising the performance of the Council as measured by performance indicators. The indicators and associated reporting regime form an important part of the Council's corporate governance arrangements. A laissez-faire approach to the Council's performance would be counter productive. Robust scrutiny and challenge is considered a healthy feature of any large, outcome-focused organisation.

6.3.3 There are other risks associated with performance indicators. Data quality, for example, is an important consideration. The decisions the Council makes will be impaired by poor quality information. The Council is therefore working to ensure that data quality arrangements are built into the chain of information that underpins performance reporting. This will nevertheless continue to be an area of careful focus for the Council as it further beds down and develops its performance management arrangements.

### **6.4 Consultation**

6.4.1 The Council carried out a public consultation on its vision, values, key commitments and priorities during the Autumn of 2021. These have been used to help guide the development of a revised set of Corporate Plan performance indicators for 2022/23.

### **6.5 Climate Impact**

6.5.1 The Council continues to develop its set of indicators that provide information about how it is meeting its key commitment to helping deliver a green and sustainable environment.

6.5.2 The Council currently measure and report on the following Greener, Sustainable Environment performance indicators:

Indicator Reference Number	Indicator Name	New (2022/23) or Existing (2021/22) Indicator
GSE01	Number of E-Scooter trips	New
GSE02	Number of E-Scooter users	New
GSE03	Co2 savings from E-Scooters	New
GSE04	Number of electric vehicle charging points publicly available	New
GSE05	Number of electric vehicles per charge point	New
GSE06	Fly tipping: number of fly tips reported	Existing
GSE07	Percentage of waste diverted from landfill	Existing

6.5.3 The Assets & Environment service area are currently developing a Carbon Management Plan, Tree Policy and Pollinator Policy for consideration by the Executive later in 2022. These policies will consider the councils commitment to achieving Net zero by 2030 and provide appropriate performance indicators to measure progress to achieving this target. This will include indicators that measure the councils carbon emissions along with other environmental projects currently being developed.

## 6.6 Community Impact

6.6.1 Council services that are performing well will have a significant positive impact on the local community. The monitoring and scrutiny of the Council's performance plays an important role in both understanding this impact and in driving future performance improvement.

## 7. Background Papers

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7.1 [Performance Indicator Report Period 1 2022-23 April](#) presented at the Scrutiny Commission meeting on the 5<sup>th</sup> July 2022.

7.2 [Proposed Corporate Plan Indicator Set 2022/23](#) presented at the Scrutiny Commission meeting on the 29<sup>th</sup> March 2022.