

FINANCE & RESOURCES SCRUTINY COMMITTEE 16 AUGUST 2022

Report Title	Performance Indicator Report for Corporate Services 2022/23 – Period 2 (May) (Corporate Support Services)
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List of Appendices

Appendix A – Summary Performance Indicator Report for Corporate Services Period 2 (May 2022)

Appendix B – Detailed Performance Indicator Report for Corporate Services Period 2 (May 2022)

Appendix C – Human Resources Workforce Data Report Period 2 (May 2022)

1. Purpose of Report

- 1.1 To provide an update on the performance of the Council's corporate support services as at Period 2 2022/23 as measured by performance indicators.
- 1.2 Set out some of the actions the Council is taking to develop its performance monitoring arrangements.

2. Executive Summary

- 2.1 Performance indicators for the Council's corporate support service functions up to and including period 2, 2022/23 have been provided within **Appendix A, Appendix B & Appendix C.**
- 2.2 The performance information presented via this report mirrors that which is considered at meetings of the Executive.
- 2.3 A summary of the performance information relating to corporate services as measured by corporate performance indicators (CPI's) has been provided as **Appendix A.**
- 2.4 A more detailed assessment of the performance of corporate 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.

- 2.5 Additional Human Resources workforce data is provided within **Appendix C**.
- 2.6 The Council's corporate support functions include services such as Finance, Legal and Human Resources.

3. Recommendations

- 3.1 It is recommended that the Committee:
 - a) Note and comment on the performance indicators for the Council's corporate support services as at Period 2, 2022/23 as set out in the appendices to this report.
 - b) Note the actions that are being taken to develop the Council's performance monitoring arrangements.
- 3.2 *Reason for Recommendations – to support scrutiny of the performance of the Council's support services as measured by performance indicators as at Period 2, 2022/23.*

4. Background Information

Scope of this performance report

- 4.1 The performance measures provided within Appendix A and Appendix B reflect the requirements of the Constitution for the Finance and Resources Committee which defines the need to "*consider organisational performance for corporate support services (ICT, Legal, Information Governance, Finance and HR services)*".
- 4.2 Performance measures reported to this committee have been expanded in accordance with the new Corporate Plan Indicators that have been developed in support of the Council's Corporate Plan.

Developing the Council's performance management arrangements

- 4.3 Latest information about how the Council is developing its approach to performance monitoring and its performance management culture is set out within the [14th July 2022 report to Executive](#).
- 4.4 The appended performance information represents a fraction of the overall performance data measured by the Council. The scope of data collected by areas described as corporate support services has been expanded based on the new suite of Corporate Plan performance indicators for 2022/23.

- 4.5 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.

- 4.2 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.
- 4.3 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. Implications

5.1 Resources and Financial

- 5.1.1 This report should be considered alongside the budget report for the same period. By looking at the reports together, a broader view of the performance of the Council can be understood.

5.2 Legal

- 5.2.1 None at this stage.

5.3 Risk

- 5.3.1 There are a number of risks relating to performance information:

- (a) Poor data quality – Inaccurate data will inevitably impact decision making and scrutiny of those decisions and services.
- (b) Lack of data – Failing to measure key service activities can leave the Council sightless of its performance. Given the importance of many of the services it provides, this would be an undesirable position.
- (c) Incorrect interpretations – Caution should be applied to the interpretation of performance data, particularly given the adjustments that have been made by services to adopt to the COVID pandemic. Misunderstanding the performance picture can lead to the ineffective scrutiny and potential reputational damage.

5.4 Consultation

- 5.4.1 More information is set out in the [Corporate Plan Report](#) which was taken to the Executive on the 18th November on how consultation has been used to help shape the Council's future plans and linked performance indicators.

5.5 Climate Impact

5.5.1 The Council has performance indicators relating to climate change. These, however, are outside the scope of the performance update provided within this report.

5.6 Community Impact

5.6.1 Effective scrutiny, guided by good quality, timely and relevant performance data can make a real difference to the delivery of public services. It can have an equally significant impact on local communities.

6 Issues and Choices

6.1 None at this stage

7 Background Papers

7.1 [Performance Indicator Report Corporate Services Period 11 \(February 2022\)](#) for corporate support services, reported to the meeting of the Finance and Performance Scrutiny Committee on the 10th May 2022.