

SCRUTINY COMMISSION

6th September 2022

Report Title	Performance Indicator Report 2022/23 (Period 3)
Report Author	Guy Holloway, Assistant Chief Executive Email: Guy.holloway@northnorthants.gov.uk
Executive Member	Cllr Jason Smithers Leader of the Council

List of Appendices

Appendix A –Summary Performance Indicator Report for Period 3 2022/23 (June 2022)

Appendix B –Detailed Performance Indicator Report for Period 3 2022/23 (June 2022)

Appendix C- Human Resources Workforce Data Period 3 2022/23 (June 2022)

1. Purpose of Report

- 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

- 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) for period 3 (June) 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 for the same period 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 for the same period is provided within **Appendix C**. A definition key is also included to facilitate understanding of the data and guide accurate and efficient decision making in respect of the Council's workforce moving forward.
- 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

- 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

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

- 4.1 A summary of the performance information relating to the Corporate Plan indicators as at period 3 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** for the same period. 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 A definition key has now been added to **Appendix C**. This is to facilitate better understanding of the data and help guide accurate and efficient decision making in respect of the Council's workforce moving forward.
- 4.4 This report contains corporate performance indicators that are measured on a quarterly basis in addition to those indicators that are measured and reported monthly. As a result, there are more indicators featured in this report than in the first two periods for the current financial year. For convenience, a high-level performance summary for quarterly indicators has been provided within Appendix A.
- 4.5 We continue to identify and develop indicators where appropriate. This is specifically important where there are gaps in measuring how effectively we are delivering against the Council's key commitments or strategic aspirations identified within key partnership arrangements.

Benchmark and Comparative data.

- 4.6 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.
- 4.7 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.
- 4.8 It is anticipated that the performance report for period 6 will feature more meaningful and relevant benchmark data across multiple indicators in light of the newly established East Midlands Benchmark group.
- 4.9 East Midlands Benchmarking group has been created for the 2022/23 financial year with 13 Councils from East Midlands signed up to take part so far. A list of 10 commonly measured Performance Indicators has been put together with the aim of sharing performance data between group members in a secure environment on a quarterly basis. The aim of the benchmarking club is not to rank authorities but to identify best practice and learn from neighbouring authorities accordingly

5. Issues and Choices

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

6. Implications (including financial implications)

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 counterproductive. 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**

- 7.1 [Performance Indicator Report Period 2 \(May\) 2022/23](#) presented at the Scrutiny Commission meeting on the 2nd August 2022.
- 7.2 [Proposed Corporate Plan Indicator Set 2022/23](#) presented at the Scrutiny Commission meeting on the 29th March 2022.