

## Corporate Scrutiny Committee 15<sup>th</sup> August 2023

<b>Report Title</b>	<b>Key Performance Indicator Report Period 2 (May) 2023/24</b>
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### List of Appendices

**Appendix A** –Detailed Key Performance Indicator Report for Period 2 2023/24 (May 2023)

#### **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 Key Performance Indicators, with the aim of informing scrutiny.

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

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- 2.1 This report provides an assessment of the Council's performance in relation to Key Performance Indicators for 2023/24 as at period 2.
- 2.2 A detailed assessment of the performance of services as measured by Key Performance Indicators for period 2 has been included as **Appendix A**.

#### **3. Recommendations**

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- 3.1 It is recommended that the Corporate Scrutiny Committee note the performance of the Council and its services as outlined in the appendix 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 detailed assessment of the performance of services as measured by Key Performance Indicators for period 2 has been included as **Appendix A**. This includes comments / exception reports on each of the performance indicators reported.
- 4.3 58 Key Performance Indicators are reported for this period of which are reported on a monthly basis.
- 4.4 The list of Key Performance Indicators to be reported throughout this financial year (2023-24) was approved at Executive Committee in March and can be found in item 405 ([Performance Management and Reporting Arrangements 2023-24](#)).
- 4.5 The Council have identified that the data underpinning vacancy statistics provided in previous reports is not currently accurate. The Human Resources team are working with service managers, and with systems colleagues from across the ERP partnership, to review and revise its vacancy data and our approach to managing it. The 'vacancies' statistics included in previous workforce performance information has therefore been excluded from this report. We expect complete and accurate vacancy statistics to be available from Period 3 2023/24. Similarly, the data underpinning total agency spend (with the exception of Opus spend) is undergoing a data cleanse to ensure that it can be reported in line with the KPI proposal for 2023/24.
- 4.6 Queries raised by Members on the content of this report will be responded to within 12 working days of the Corporate Scrutiny Committee meeting.

## **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 economy. 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. The Council’s Key Performance Indicators and associated reporting regime form an important part of the Council’s corporate governance arrangements. Robust scrutiny and challenge is 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 continue to be an area of careful focus for the Council as it further embeds and develops its performance management arrangements.

**6.4 Consultation**

6.4.1 Formal consultation was carried out in the development of the Corporate Plan.

6.4.2 Informal consultation with relevant stakeholders, including Executive Members was completed for the Key Performance Indicators included in this report.

6.4.3 Informal consultation with relevant stakeholders will continue to take place as we continue to develop the Council’s Performance Management Framework.

**6.5 Climate Impact**

6.5.1 The Council declared a Climate Emergency in 2021 and has developed a range of actions to address this challenge. The Council continues to develop a 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	Frequency
GSE01	Number of E-Scooter trips	This was measured monthly in 2022-23 and is to be measured quarterly in 2023-24.
GSE02	Number of E-Scooter users	This was measured monthly in 2022-23 and is to be measured quarterly in 2023-24.
GSE03	Co2 savings from E-Scooters	This was measured monthly in 2022-23 and is to be measured quarterly in 2023-24.
GSE04	Number of electric vehicle charging points publicly available	This was reported on once a year in 2022-23 and featured in the P7 (October) report. It is to be measured quarterly in 2023-24.

GSE05	Number of electric vehicles per charge point	This was reported on once a year in 2022-23 and featured in the P7 (October) report. It is to be measured quarterly in 2023-24.
GSE06	Fly tipping: number of fly tips reported	This is reported quarterly.
GSE07	Percentage of waste diverted from landfill	This is reported quarterly.
GSE08	Co2 saving from Delivery Robots	This is a new KPI for 2023-24 and is to be reported quarterly.
GSE09	Volume of pesticides used within NNC grounds services operations	This is a new KPI for 2023-24 and is to be reported quarterly.
GSE10	Habitat area improved for pollinators (hectares)	This is a new KPI for 2023-24 and is to be reported annual.

6.5.3 The Assets & Environment service area have developed a Carbon Management Plan which was considered and approved by Executive at their meeting on the 22<sup>nd</sup> December 2022. The Tree Management and Care Policy and Pollinator Strategy was considered and approved by the Executive at an earlier meeting on the 25<sup>th</sup> August 2022. These policies will consider the Council's commitment to achieving Net Zero by 2030 and provide appropriate performance indicators to measure progress to achieving this target where possible. 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 P1 2023-24 \(April\)](#) reported at the Scrutiny Commission meeting on the 29<sup>th</sup> June 2023.

7.2 [Performance Management and Reporting Arrangements 2023-24](#) reported at the Executive Meeting on the 16<sup>th</sup> March 2023.