

EXECUTIVE

17th March 2022

| | |
|----------------------|---|
| Report Title | Performance Indicator Report 2021/22 (Period 10 / January 2022) |
| Report Author | Guy Holloway, Assistant Chief Executive Guy.Holloway@northnorthants.gov.uk |
| Lead Member | Cllr Jason Smithers, Leader of the Council |

| | |
|--|---|
| Key Decision | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Is the decision eligible for call-in by Scrutiny? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Are there public sector equality duty implications? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Does the report contain confidential or exempt information (whether in appendices or not)? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Applicable paragraph number/s for exemption from publication under Schedule 12A Local Government Act 1972 | |

List of Appendices

Appendix A – Summary Performance Indicator Report Period 10 (January 2022)

Appendix B – Detailed Performance Indicator Report Period 10 (January 2022)

1. Purpose of Report

- 1.1. To provide an update on the Council's performance across a range of services as measured by performance indicators.
- 1.2. Set out the progress that is being made in the development of the Council's approach to performance measurement.

2. Executive Summary

- 2.1. A summary of the performance information relating to a range of council services as measured by performance indicators has been provided as **Appendix A**. A more detailed assessment of the performance of services as

measured by performance indicators has been included as **Appendix B** – this includes comments on each performance indicator reported.

- 2.2. The Council recognises the importance of having a full set of meaningful targets as well as comparable and reliable benchmark data and continues to prioritise this work. This will take some time in areas as the Council establishes its baseline position but is work in progress.
- 2.3. The performance team will continue to work closely with directors and service leads to ensure a meaningful set of benchmark networks and comparative data exist moving forward.
- 2.4. A revised set of indicators is being developed to measure progress with the delivery of the Council's priorities set out within the adopted Corporate Plan. It is intended that these be in place from April 2022.

3. Recommendations

- 3.1. It is recommended that the Executive:
 - a) Note the performance of the Council measured by the available indicators at Period 10 for 2021/22 as set out in the appendices to this report.
 - b) Note the stance that is being taken to developing the Council's approach to benchmarking, comparative data and revised Corporate Plan indicator set.
- 3.2. *Reason for Recommendations – to better understand the Council's performance as measured by performance indicators as at Period 10, 2021/22.*
- 3.3. *Alternative Options Considered – reporting performance data on a less frequent basis is an option but monthly reporting is considered useful at this stage of the Council's existence, reporting alongside budget information.*

4. Report Background

Benchmarking and comparative data

- 4.1 As detailed within the Performance Indicator Report for Period 9 2021/22, good progress is being made with establishing relative benchmark and comparative data for our suite of Corporate Plan Performance Indicators (CPIs) moving forward. We aim to start measuring against the new dataset from April with reports coming through to Executive in-line with the reporting timetable.

Corporate Plan Performance Indicators 2022/23

- 4.2 A revised set of indicators will be measured and reported on from April 2022 to align with the vision and key commitments set out within the Council's

Corporate Plan. A report will be taken to the meeting of the Executive scheduled for 14th April 2022 outlining the new suite of indicators for approval.

5. Issues and Choices

- 5.1 It is important that the format and presentation of performance data meets the needs of its audience. Therefore, the Council will always welcome any feedback and/or suggestions on how the performance report could be further developed to help facilitate understanding and performance improvement.

6. Next Steps

- 6.1 To continue to develop and embed a strong performance management framework and culture for North Northamptonshire Council.

7 Implications (including financial implications)

7.1 Resources, Financial and Transformation

- 7.1.1 This report should be considered alongside the Budget Forecast 2021-22 as at Period 10 report. By looking at both reports together, a broader view of the council's performance can be understood.
- 7.1.2 Performance monitoring allows the Council to drive continuous improvement for North Northamptonshire and identify areas of concern. The services that submit data returns have many projects that are subject to the Council's Transformation Plan and driving excellent service will support these to be realised.

7.2 Legal and Governance

- 7.2.1 The Council is required to provide statutory monitoring returns to central government. The Council is on course to comply with these requirements.
- 7.2.2 Monitoring performance is a key element of the Council's Governance Framework.

7.3 Relevant Policies and Plans

- 7.3.1 Effective performance management directly contributes to the delivery of key commitments set out within the Council's Corporate Plan.

7.4 Risks

7.4.1 There are a number of risks relating to performance information:

- (a) Poor data quality – Inaccurate data will inevitably lead to less accurate decision making.
- (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 adapt to the COVID pandemic. Misunderstanding the performance picture can lead to ineffective decision-making and potential reputational damage.

7.5 Consultation

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

7.5.2 Informal consultation with relevant stakeholders will continue to take place when developing the Council's performance management framework.

7.6 Consideration by Executive Advisory Panel

7.6.1 This report serves as information in respect of the Council's performance for period 10, therefore consideration by the Executive Advisory Panels was not necessary.

7.7 Consideration by Scrutiny

7.7.1 Performance reports will be considered by future meetings of the Scrutiny Committees, following reports to the Executive.

7.8 Equality Implications

7.8.1 Equality related performance indicators are being developed.

7.9 Climate Impact

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

7.10 Community Impact

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

7.11 Crime and Disorder Impact

- 7.11.1 No crime and disorder impacts have been identified.

8. Background Papers

- 8.1 Performance Indicator Report Period 9 2021/22 reported to the meeting of the Executive on 13th January 2022.
- 8.2 Corporate Plan, reported to the meeting of the Executive on the 18th November 2021. [Executive on Thursday 18th November 2021](#) and adopted by Council on the 1st December 2021.