

SCRUTINY COMMISSION

5th July 2022

Report Title	Performance Indicator Report 2022/23 (Period 1)
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Executive Member	Cllr Jason Smithers Leader of the Council

List of Appendices

Appendix A - Summary performance using 2021/22 indicators, Period 1

Appendix B - Detailed performance using 2021/22 indicators, Period 1

Appendix C - Human Resources workforce data, Period 1

Appendix D - Summary performance using 2022/23 indicators, Period 1

Appendix E - Detailed performance using 2022/23 indicators, Period 1

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.

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 The performance data for period one, included within this report, provides a transition between the performance indicators reported last year and the new suite of indicators reported this year. The data is provided in the following appendices:

- Appendix A: Summary performance using 2021/22 indicators
- Appendix B: Detailed performance using 2021/22 indicators
- Appendix C: Human Resources workforce data
- Appendix D: Summary performance using 2022/23 indicators
- Appendix E: Detailed performance using 2022/23 indicators

- 2.3 Moving forward, performance reports will focus on the new Corporate Plan indicator set agreed for 2022/23, set out in appendices C, D and E.
- 2.4 Members of the Scrutiny Commission are advised to flag areas they wish to explore in further detail at the committee meeting with the report author ideally at least three working days prior to the meeting. This is not essential but will ensure that further detail can be 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, using the information provided to aid the process of scrutiny.

4. Report Background

Context

- 4.1 The routine consideration of accurate, timely and relevant information that measures the performance of services is considered good practice. It enables operational and policy decisions to be made and scrutinised and it informs healthy debate about the performance of services.
- 4.2 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.

Transitional Performance Report

- 4.3 As advised in previous performance reports, the performance indicators that North Northamptonshire Council measured and reported during 2021/22 represent an amalgamation of those that were used by the local authorities in the area prior to the creation of the new unitary council. Following the adoption of the Council's Corporate Plan in December 2021, performance indicators were identified that help measure how the Council is performing against its key commitments outlined within the adopted Corporate Plan.
- 4.4 Some of the indicators that have been reported over the last year do not directly measure the performance of the Council's key commitments. Some have been superseded by proposed new indicators. Where this is the case, the measures have not been included within the proposed Corporate Plan Indicator Set for 2022/23. Many of these, however, will be retained as internal performance indicators and will continue to be measured by the Council, particularly where they provide useful management information
- 4.5 A summary of the performance information relating to the indicators reported during 2021/22 has been provided as **Appendix A**. A more detailed assessment of this same indicator set has been included as **Appendix B**.

- 4.6 In keeping with previous reports, enhanced Human Resources Workforce Data has been provided as **Appendix C**. This remains work in progress.
- 4.7 A summary of the performance information relating to the Corporate Plan indicators agreed for 2022/23 has been provided as **Appendix D**. This includes retained indicators from last year as well as the new indicators agreed at Executive in May 2022. A more detailed assessment of the new Corporate Plan indicators has been included as **Appendix E**.

Future Performance Reports

- 4.8 Future performance reports will focus on the Corporate Plan indicator set agreed for 2022/23. This includes the retained indicators from the 2021/22 indicator set as well as any new indicators identified and agreed for 2022/23.
- 4.9 The Performance reports included as the appendices to this report mirror those that are reported to the Council's Executive. They have been developed following a review of the approaches of a number of councils.

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 the failure to scrutinise 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 are 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 indicators that provide information about how it is meeting its key commitment to helping deliver a green and sustainable environment. Additional indicators were added to the 2022/23 performance indicator set to assist.

7. **Background Papers**

7.1 [Performance Indicator Report Period 11 2021/22 \(February\)](#) presented at the Scrutiny Commission meeting on the 17th May 2022.

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