

PERFORMANCE REPORT

Scrutiny Committee – 19 MARCH 2024

Report of: Chief Executive

Status: For Consideration

Key Decision: No

This report supports the Council Promise to provide value for money

Portfolio Holder: Cllr. Julia Thornton

Contact Officer: Lee Banks, Ext. 7161

Recommendation to Scrutiny Committee:

- (a) Members note the contents of the report; and
- (b) If Members are dissatisfied by actions being taken to improve performance they consider referring areas of underperformance to Cabinet.

Reason for recommendation: To ensure that the performance of services is considered and reviewed by Members.

Introduction and Background

- 1 Scrutiny Committee receive an update at each of their meetings on any performance indicators which are not meeting their target level. Appended to this report is an exceptions report with a commentary from officers explaining the reasons why performance is not within 10% of target and detailing any actions the service is planning to take to improve performance levels.

Performance Overview

- 2 This report updates Members on performance during the 2023/24 financial year. The table on the following page summarises performance levels as at the end of January 2024.

Status	Current Month	Year To Date
Green <i>At or above target</i>	43 (81.1%)	42 (76.4%)
Amber <i>Less than 10% below target</i>	4 (7.5%)	7 (12.7%)
Red <i>10% or more below target</i>	6 (11.3%)	6 (10.9%)

* There are two monthly indicators where no performance is reported for the month (LPI DS CLEAN 003 & LPI DS CLEAN 004)

- 3 Provided as Appendix A to this report are details of the seven indicators where performance is 'Red' and missing the target level by 10% or more.
- 4 Commentary is provided for each of the 'red' performance indicators explaining why target has not been met and the actions that are planned to improve performance.

Portfolio Holder Performance Reports

- 5 The following performance reports are also provided as Appendices to this report:
 - Appendix B – People & Places Portfolio performance report
 - Appendix C – Housing & Health Portfolio performance report
- 6 Where performance is 'red' and missing the target level by 10% or more Officers have provided a commentary for Members consideration.

Other Options Considered and/or Rejected

- 7 None.

Key Implications

Financial

- 8 Effective performance management monitoring arrangements will assist the Council in diverting resources to areas or services where it is considered to be a greater priority.

Legal Implications and Risk Assessment Statement

- 9 Robust arrangements are in place to ensure that the risk of inaccurate data being reported to Members is minimised and assurance can be placed on the

accuracy of data used to assess performance. By reporting to Members the risk of poor performance not being identified or addressed is reduced.

Equality Impacts

- 10 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Net Zero Implications

- 11 The decisions recommended through this paper have a remote or low relevance to the council's ambition to be Net Zero by 2030. There is no perceived impact regarding either an increase or decrease in carbon emissions in the district, or supporting the resilience of the natural environment

Conclusions

- 12 This report to Members summarises performance across the Council as at the end of January 2024. Members are asked to consider seven performance indicators which are performing 10% or more below their target and if the actions being taken by Officers are not deemed sufficient are recommended to refer those indicators to the Cabinet for further assessment.

Appendices

Appendix A – Exceptions Report

Appendix B – People & Places Portfolio performance report

Appendix C – Housing & Health Portfolio performance report

Background Papers

None

Dr Pav Ramewal

Chief Executive