



GUILDFORD
B O R O U G H

Tom Horwood
Joint Chief Executive

www.guildford.gov.uk

Dear Councillor

CORPORATE GOVERNANCE AND STANDARDS COMMITTEE - THURSDAY 20 JANUARY 2022

Please find attached the following:

Supplementary Information Sheet

Yours sincerely

John Armstrong, Democratic Services and Elections Manager
01483 444102

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CORPORATE GOVERNANCE AND STANDARDS COMMITTEE

20 JANUARY 2022

SUPPLEMENTARY INFORMATION

AGENDA ITEM 6: PERFORMANCE MONITORING REPORT 2021-22 (QUARTER 2)

Following enquiries from councillors, further information/explanations and answers to questions relating to the Performance Monitoring report are set out below:

General Questions/comments about the report

- (a) *Timing – the report is 4 months old. I appreciate it takes time to gather the data and produce the report, but is there any way this can be accelerated a bit?*
Officers will look at timescales, but as mentioned in an email dated 14 January from the Strategy and Communications Manager, we will need to get the balance right, as the earlier we report the more missing data we will have.
- (b) *General – where there is a time lag in data provision, please can we have an extra ¼ for comparison e.g. ENV1, ENV3. This is done for ENV 2.*
Yes, we can include this in future reports
- (c) *Exec summary – in future it would be very helpful if the exec summary could include a few highlights and/or lowlights. For example, on p48 you show improvements in the green % and a decrease (also improvement) in the red % in comparison with a year ago and also with the previous quarter.*
Yes, we can include this in future reports

Questions/comments about specific performance indicators:

- (d) *H&J5 needs some explanation of the increasing numbers.*
Matt Gough will be attending the Committee this evening to respond to this PI
- (e) *Community – several KPIs record simple numbers but don't give any indication of quality or timeliness e.g. COM4, COM5, COM6. Would it be appropriate to introduce KPIs for length of time from request to completion?*
This will be discussed with the Service Lead to see what information can be provided and report back to the Committee in Q3
- (f) *COM 11 – would this make more sense reported alongside COU 10,11 & 12?*
Yes, we can do this for future reports
- (g) *COU 1 – Is the target of 8 days per quarter or per annum? I hope it's per annum but don't understand how it can be reported per quarter if so.*
The definition for this PI is - Rolling year to date number of working days/ shifts lost due to sickness absence. This is calculated by the number of long and short term sickness absence days divided by the number of FTE staff.
- (h) *COU – I think we need to be brave and publish call answering time, email response time etc.*
We are checking with the Service Lead as to what can be monitored and will report back in Q3. As mentioned in the Strategy and Communication Manager's email of 14 January, he had agreed with Ed Meyrick before he left the need for a KPI on response times and the suggestion was that we could

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report against the industry standard of 80% of calls being answered within 20 seconds.

AGENDA ITEM 8: CAPITAL AND INVESTMENT STRATEGY 2022-23 TO 2026-27

Correction:

In the Executive Summary on page 93, the third paragraph under *Treasury Management* should read:

“The budget for investment income for 2022-23 is £1.2 million, based on an average investment portfolio of **£118 million**, at a weighted average rate of 1.69%”.

Clarification:

The Foxburrows Redevelopment referred to in para 4.43 on page 103 relates to 40 units

AGENDA ITEM 10: CORPORATE GOVERNANCE AND STANDARDS COMMITTEE WORK PROGRAMME

(1) The Committee will be aware that two of the matters scheduled for consideration at the next meeting on 24 March, namely:

- 2020-21 Audit Findings Report: Year ended 31 March 2021
- Approval of the Final 2020-21 Audited Statement of Accounts

were likely to be brought forward to a special meeting of the Committee on Monday 28 February, dependent on progress with the audit of the 2020-21 accounts.

(2) It is suggested that the Corporate Performance Monitoring Report scheduled for 24 March be deferred to the 21 April meeting.