

Corporate Governance and Standards Committee Report

Ward(s) affected: n/a

Report of Director of Strategy, Dawn Hudd

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Performance Monitoring Report 2020-21: Quarters 1-3

Executive Summary

Our first Performance Monitoring Report (see Appendix 1) is presented to the Corporate Governance and Standards Committee for their review and to be noted.

Recommendation to Committee

The Committee is requested to review and note the contents of this report along with the Performance Monitoring Report for 2020-21 quarters 1-3, shown in Appendix 1.

Reasons for Recommendation:

To support our new corporate performance monitoring framework and enable the Committee to monitor the Council's performance against key indicators, as well as review key data relating to the 'health' of the borough.

Is the report (or part of it) exempt from publication? No

Councillors please note: should any Councillors have any queries about specific performance indicators reported in Appendix 1, please submit these to amanda.hargreaves@guildford.gov.uk prior to the Committee meeting to enable an explanation to be given.

1. Purpose of Report

- 1.1 This report is accompanied by our first Performance Monitoring Report covering quarters 1-3 of the financial year 2020-21 (shown in Appendix 1). The Committee is asked to review the attached report and note its contents.

2. Introduction

- 2.1 The accompanying Performance Monitoring Report is the first report to the Committee as part of our new performance monitoring framework. The report will be submitted to Committee on a quarterly basis for review.
- 2.2. Our new performance monitoring framework has been developed over several months with input from Service Leaders and Corporate Management Team. The new dedicated Strategy and Performance team have been responsible for developing the current framework, accompanying process and reporting structure.

3. Strategic Priorities

- 3.1 The Council's performance management arrangements support the priority of providing efficient, cost effective and relevant quality public services that give the community value for money.
- 3.2 The performance management framework will help the Council to deliver value for money and efficiency in our services by tracking our progress against each indicator. Over time, as trends develop, we will be able to build a bigger picture of our performance to help inform and shape future activity and decision making.
- 3.3 The new performance management framework supports all aspects of the Council's strategic priorities by ensuring that we stay on track in delivering key outcomes shown in our corporate and service plans. By monitoring key performance indicators, we can celebrate our successes and identify any broad trends or key issues. This will support us in being an efficient, focussed organisation delivering high quality services.

4. Background

- 4.1 Historically, performance indicators have been gathered from a variety of service areas across the Council, but these have not been monitored or reported in a consistent way.
- 4.2 Whilst this report will focus on our corporate performance indicators, it is worth noting that we are currently monitoring our ongoing response to, and recovery from, COVID-19 as part of an index of data collated and circulated on a monthly basis. Circulation includes Councillors, Corporate Management Team, Officers and interested stakeholders. Alongside this we submit data as part of Surrey Chief Executives benchmarking which is reviewed by Chief Executives/ Managing Directors of Councils across the county on a quarterly basis.
- 4.3 With the Future Guildford project creating a dedicated Strategy and Performance Team we now have the opportunity to measure, manage and monitor our performance in key areas in a consistent and effective way.

5. Performance monitoring framework

- 5.1 Our new performance monitoring framework has been developed by the Strategy and Performance Team to deliver a robust and effective system to monitor key performance indicators across the Council. The indicators track progress in a variety of services areas as well as presenting some broad 'health' of the borough type statistics. The framework will bring increased accountability for delivery of services and strategic priorities. Over time, as we gather more data, we will be able to measure the effectiveness of our decisions and associated activity and identify where remedial action may be needed.
- 5.2 Our performance monitoring framework will be embedded into the culture of the Council and, whilst it may evolve, it is here to stay. We have worked with Service Leaders to ensure their collaboration in agreeing relevant performance indicators, gathering data and providing relevant information.
- 5.3 Through our Service Planning process, we hope to ensure that performance monitoring is at the forefront of Service Leaders' and Directors' minds and gives them an opportunity to celebrate successes and identify trends or issues.

6. Performance indicators

- 6.1 The corporate performance indicators which will be monitored as part of our new framework have been gathered from across the Council's service areas. The indicators should give a breadth of data showing performance in key areas.
- 6.2 The indicators have been grouped into four broad themes: Environment, Economy, Community and Council.
- 6.3 Most of the data gathered in the performance report has been provided by Service Leaders across the Council, with a few exceptions where data has been submitted by external partners/ organisations.

7. Financial Implications

- 7.1 No financial implications apply.

8. Legal Implications

- 8.1 No legal implications apply.

9. Human Resource Implications

- 9.1 The report provides an overview on a number of key workforce indicators, such as staff sickness and turnover.

10. Equality and Diversity Implications

- 10.1 This duty has been considered in the context of this report and it has been concluded that there are no equality and diversity implications arising directly from this report.

11. Climate Change/Sustainability Implications

- 11.1 The report will show our performance across a range of environmental indicators, such as energy use and waste.

12. Conclusion

- 12.1 Our new performance monitoring framework provides us with the tools to ensure we are delivering what we set out to do in key areas. As the picture of data is built up, we will be able to identify and assess trends for each performance indicator. With ongoing review by Corporate Management Team and the Corporate Governance and Standards Committee we can ensure that the Council's performance is monitored and discussed at the highest level, thus helping to embed performance management into the culture of the organisation.

13. Background Papers

None.

14. Appendices

Appendix 1: Performance Monitoring Report Quarters 1-3 2020-21