

Corporate Governance and Standards Committee Report

Ward(s) affected: n/a

Report of Strategic Services Director, Dawn Hudd

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## **Performance Monitoring Report**

### **2020/21 quarter 4**

#### **Executive Summary**

The Performance Monitoring Report for 2020-21 quarter 4 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 quarter 4, attached as 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**

**Committee members please note:** should any member have any queries about specific performance indicators detailed in the Performance Monitoring Report, please submit these to [amanda.hargreaves@guildford.gov.uk](mailto:amanda.hargreaves@guildford.gov.uk) at least two days prior to the Committee meeting to enable an explanation to be given.

#### **1. Purpose of Report**

- 1.1 This report is accompanied by the Performance Monitoring Report for quarter 4 of the financial year 2020-21 (Appendix 1). The Committee is asked to review the attached report and note its contents.

- 1.2 Councillors will be able to monitor, on an ongoing basis, our performance against the indicators set out in the framework as the Performance Monitoring Report will be presented to this Committee on a quarterly basis.
- 1.3 The Performance Monitoring Report will be a public document which shows the Council's progress against a variety of performance indicators (PIs).

## **2. Introduction**

- 2.1 The accompanying Performance Monitoring Report is the second report to the Committee as part of our new performance monitoring framework. As part of the framework we will continue to present the report to this Committee on a quarterly basis for review.

## **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 PIs, 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 Our first Performance Monitoring Report was received positively by Corporate Management Team and Corporate Governance and Standards Committee in March and prompted a good discussion with the Committee about the PI captured and information which would be useful in future, as well as constructive feedback.
- 4.2 In particular, Councillors were keen for the report to include commentary where PIs are not meeting a target/ not heading in the preferred direction of travel. This information has now been requested from Service Leads when they submit their PI data in their Service Plans and is included in the report where it has been provided.
- 4.3 Following feedback, we have also made some changes to the report to ensure it is more clearly presented, including re-designing the RAG rating symbols to be more accessible and removing targets/ preferred direction of travel when it is not relevant to the PI. Further details on the changes made are highlighted in section 1.4 of the Performance Monitoring Report.

- 4.4 Unfortunately, the report for quarter 4 is still showing some PIs without data (for a variety of reasons) and where this is due to data not being provided, Directors have been made aware.

## **5. Financial Implications**

- 5.1 No financial implications apply.

## **6. Legal Implications**

- 6.1 No legal implications apply.

## **7. Human Resource Implications**

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

## **8. Equality and Diversity Implications**

- 8.1 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.

## **9. Climate Change/Sustainability Implications**

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

## **10. Conclusion**

- 10.1 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 key trends across the PIs.
- 10.2 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 and allowing us to celebrate success and remedy any issues.
- 10.3 We are keen to receive continuous feedback on the new performance monitoring framework and welcome comments and questions from the Committee.

## **11. Background Papers**

None.

## **12. Appendices**

Appendix 1: Performance Monitoring Report Quarter 4, 2020-21