

Guildford Borough Council

Report to: Overview and Scrutiny Committee – Services

Date: 4 November 2024

Ward(s) affected: All

Report of Director: Strategy & Corporate Services

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Report Status: Open

Performance Monitoring Report 2024/25 Quarter 1

1. Executive Summary

- 1.1. This report is part of our performance monitoring framework and presents an overview of our performance against our corporate indicators (KPIs) during quarter 1 2024/25, alongside the detailed quarterly Performance Monitoring report (Appendix 1).
- 1.2. We currently have 37 KPIs (31 quarterly and 6 annual) although this may increase as performance data is developed.
- 1.3. Of the 6 annual KPIs, we are reporting on 2 KPIs this quarter.
- 1.4. Corporate performance is scrutinised by both the Services and Resources Overview and Scrutiny Committees. Each committee is invited to comment on the priorities and indicators that fall within their remit, as summarised below. However, given that this is a corporate performance report, there are overlaps in some areas.

O&S (Services) – indicators within the following priorities: A more sustainable borough, A more inclusive borough, and A more prosperous borough.

O&S (Resources) – indicators within the following priorities: Decent and affordable homes, A resilient and well managed council.

2. Recommendation to Committee

- 2.1. That the Committee reviews the Performance Monitoring report for 2024/25 quarter 1 and make any observations or comments on its contents.
- 2.2. Should any members of the Committee have any queries about specific performance indicators detailed in the Performance Monitoring report, please submit these to andrea.barnett@guildford.gov.uk at least two days prior to the Committee meeting to enable a response to be given.

3. Reason(s) for Recommendation:

- 3.1. To support our corporate performance monitoring framework and enable the Committee to monitor the council's performance.

4. Exemption from publication

- 4.1. This report and any part of it is not exempt from publication.

5. Purpose of this report

- 5.1. The purpose of this report is to present the Performance Monitoring report for quarter 1 of the financial year 2024/25 (Appendix 1).
- 5.2. The Performance Monitoring report is presented to this Committee on a quarterly basis, allowing councillors to monitor our performance against the indicators set out in our performance framework.
- 5.3. The Performance Monitoring report is a public document which shows the council's progress against a variety of performance indicators.

6. Strategic Priorities

- 6.1. The council’s performance management arrangements support our aim of delivering value for money services by tracking our progress against each indicator.
- 6.2. The council’s recently adopted Corporate Strategy defines our priorities and objectives in the years ahead. The performance report provides a quarterly snapshot of the health of the organisation and the extent to which we are delivering against our objectives. It is recognised that not all activities underpinning our objectives can be captured by a KPI, however. For the 2025/26 financial year, an annual delivery plan will be developed which – as part of setting the council’s budget – will define the key activity in the year ahead, aligned with tangible milestones and deliverables and will supplement the quarterly performance report.

7. Background

- 7.1. During quarter 1 we undertook a review of our KPIs to ensure that they are aligned to the key themes and objectives of the council’s recently adopted Corporate Strategy, whilst at the same time making their presentation more visual to help place performance within a wider context.

8. Q1 Summary

- 8.1. The table below shows the number of quarterly KPIs that are showing a positive green or amber rating totalling 64.6%. We hope this will increase in Q2 2024/25 once the data for the KPIs showing as to be confirmed is provided.

GREEN	AMBER	RED	TBC	INFO ONLY
14	6	3	4	4
45.2%	19.4%	9.7%	12.9%	12.9%

- 8.2. The table below shows the number of annual KPIs that are showing a positive green or amber rating totalling 16.7%. It is hoped this will increase once the data is provided in their relevant quarters.

GREEN	AMBER	RED	TBC	INFO ONLY
1	-	-	4	1
16.7%	-	-	66.7%	16.7%

8.3. As mentioned above, there are 3 KPIs showing a red rating which relates to 9.7% of the quarterly KPIs:

INCL 1 – Processing of new housing benefit claims – the reason for this is that although new claims are now lower in number, they are now typically more complex than in previous years, which can delay processing as necessary information and evidence is sought.

HOMES 1 – Decent Homes Standard – a capital programme to meet investment requirements of the housing stock is being developed and will focus on health and safety and thermal comfort as key priorities.

COUNC 3 – Sundry Debt Collection – as can be seen in the Q1 figure for last year, this KPI is often below target for Q1. This is because a large number of debts to the council are invoiced at the end of the financial year for the whole 12-month period. The figures for the early months of Q2 provisionally indicate a significantly higher percentage of invoices being paid on time. Additionally this quarter, resourcing issues within the resource case team (who manage the day-to-day accounts) has impacted our performance in this area.

8.4. There are 12.9% of the quarterly KPIs reporting as ‘to be confirmed’ which mainly relates to targets to be agreed upon and additional data and information to be provided, which will be included from Q2 onwards.

8.5. **COUNC 8 – Complaints** – this is a new KPI. In accordance with the Ombudsman’s code, no target has been set though a headline rate of complaints received has been provided to illustrate trends. It is recognised that the council’s approach to complaints requires improvement and, as such, work is underway to ensure the service is appropriately resourced and that complaints handling processes are improved to ensure their timely resolution.

9. Key Risks

9.1. There are no risks associated with this report.

10. Financial Implications

10.1. There are no financial implications arising directly from this report.

11. Legal Implications

11.1. There are no legal implications arising directly from this report.

12. Human Resource Implications

12.1. There are no human resource implications arising directly from this report.

13. Equality and Diversity Implications

13.1. The Public Sector Equality 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.

14. Climate Change/Sustainability Implications

14.1. There are no direct climate change or sustainability implications of this report.

14.2. In line with the corporate priority 'a more sustainable borough', a section of the KPI report includes indicators that align with the council's sustainability objectives.

15. Summary of Options

15.1. The Committee is asked to consider and comment on the Performance Monitoring information presented in this report.

16. Conclusion

16.1. The Committee is presented with an opportunity to review the council's performance over the last quarter as set out in the Performance Monitoring Report.

17. Background Papers

17.1. None.

18. Appendices

Appendix 1 – Performance Monitoring Report Quarter 1, 2024/25