

Report To: Overview and Scrutiny

Date of Meeting(s): O&S 9 August 2023

Report Title: Performance Monitoring Quarter 1 2023/24

Report By: Stephen Dodson – Head of Strategic Programmes

Key Decision: N/A

Classification: Open

Purpose of Report

1. To provide a summary of performance for Quarter 1 (April-June) 2023/24
2. To enable Senior Managers, Portfolio Holders, and O&S to agree and finalise performance indicators for remaining quarters 23/24 against the updated corporate plan and agreed delivery plan.

Recommendation(s)

1. That the Overview and Scrutiny Committee review performance for statutory performance indicators for Quarter 1 and public indicators for remaining quarters 2023/24
2. That O&S are content with the agreed ongoing quarters Performance Indicators for 23/24.
3. That staff be thanked for their hard work and achievements to date.

Reasons for Recommendations

1. To assist the council to undertake performance and financial monitoring arrangements.
2. To ensure that senior management, officers, and Portfolio Holders (Lead Cllrs) have ownership of performance of the service areas under their responsibility.
3. That O&S and the public can review performance and highlight both achievements and areas of concern.
4. That Portfolio Holders have agreed performance indicators against the updated corporate plan and agreed delivery plan for 23/24.
5. That O&S are sighted on and agree statutory performance indicators for Q1 and ongoing quarters for 23/24.

Introduction

1. The Council updated its four year [corporate plan \(2020/24\)](#) in February 2023. This update took into account new challenges facing the council. The update can be found here [2023-24 Corporate Plan update | Hastings Borough Council](#)

2. This report sets out a summary of council performance for Quarter 1 (April-June 2023), where it was agreed by O&S that only statutory performance indicators and those on Finance and Housing would need to be reported and that the quarter would be used to review and revise ongoing performance indicators for the remaining quarters for 23/24 against the corporate plan update. Therefore, some areas of the performance sheets may be blank. That said that it should be noted that where service areas have been able to, they have provided data against potential performance indicators as agreed with Portfolio Holders and to be reviewed with O&S.
3. Performance reporting and updates continue to be reported in a Dashboard format and the intention remains to build and improve the performance reporting including financial information from Quarter 1 23/24 and ongoing quarters following reassessed performance indicators.
4. O&S have agreed that Q1 23/24 would provide a transition period to revise the performance indicators against the corporate plan update (23/24) and that the key areas of focus for O&S would be finance and housing.
5. Thus, Q1 one will only be reporting statutory performance indicators and progress on agreeing the revised indicators.

Performance reporting

1. CAP colleagues are comfortable with the performance measures for their respective areas ensuring programme for the year aspirations are duly covered for ongoing quarters and that these are shared with O&S for discussion.

2. Performance measures and targets are set out by service area at the link below in dashboard format.

[Performance monitoring - Public - Smartsheet.com](#)

3. On the dashboard, a snapshot of overall performance per quarter is given before presenting performance by each service area in bar charts.

4. A RAG rating is used to determine progress where Green reflects performance on track, and Red and Amber are 'exceptions' – will not (Red) or might not (Amber) meet expected performance.

5. When you click on Red, Amber or Green in the bar charts you will then be given further detail on the associated key activities or PIs from within that service area.

6. Where performance is Red or Amber (an exception) an explanation should be provided outlining why expected performance is not being met.

7. In line with the request from the Overview and Scrutiny committee to report by exception, comments would be welcome on Green, Amber, Red

8. At the top of the Dashboard there is a link that will show all service area performance exceptions with a Red or Amber status at quarter one.

Performance Reporting 23/24

9. O&S have agreed that a transition period for Q1 (April -June) would allow us time to review all KPI's and PI's with SLT, Service Managers and portfolio holders – but any mandatory statutory

PI's would still be required and reported on asap after the completion of Q1 these will also need to be aligned with budget monitoring.

10. That O&S are sighted on and agree statutory performance indicators for Q1 and ongoing quarters for 23/24.

11. Once targets are agreed this will mean the Strategic Programmes team need to rewrite the SmartSheet dashboard as soon as KPI's and PI's are agreed in Q1 so that for Q3-Q4 we are reporting against these new measures. These will be aligned to the updated corporate plan and agreed delivery plan.

12. In addition to the usual report dashboard to O&S they will be seeking to call for more detailed reports on Finance and Housing our two priority areas – which may include additional/separate O&S working group meetings.

Options

13. No alternative options were considered. Regular performance monitoring is required to ensure the Overview and Scrutiny Committee can undertake its scrutiny function as set out in the Constitution.

Timetable of Next Steps

14. Please include a list of key actions and the scheduled dates for these:

Action	Key milestone	Due date (provisional)	Responsible
O&S t provide questions on Performance 3 days before O&S	Questions provided to Portfolio Holders/SLT	4/08/23	Democratic Services Officers
Record and collate views of O and S on performance	Minutes and associated actions drafted and approved.	TBD	Committee Administrator
Coordinating feedback on questions, queries & issues raised but not addressed at this meeting	O and S Chair approval that issues raised were addressed.	TBD	Democratic Services Officers
SLT Review feedback from O&S and revise ongoing quarters PM 23/24	All new/revised PM's agreed by Lead Cllrs	August 23	SLT

Wards Affected

ALL

Policy Implications

Reading Ease Score:

Please identify if this report contains any implications for the following:

Equalities and Community Cohesiveness	Y
Crime and Fear of Crime (Section 17)	Y
Risk Management	Y
Environmental Issues & Climate Change	Y
Economic/Financial Implications	Y
Human Rights Act	Y
Organisational Consequences	Y
Local People's Views	Y
Anti-Poverty	Y
Legal	Y

Additional Information

See links in the main body of the report.

Officer to Contact

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