



**Service Delivery
Committee**

**Tuesday, 06
September 2022**

**Matter for
Information**

Report Title: Corporate Performance Update (Q1 2022/23)

**Report Author(s): Trish Hatton
(Head of Customer Service & Transformation)**

Purpose of Report:	To provide an update on progress during Quarter 1 of the 2022/23 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Plan 2019 - 2024. The report updates Members on the Council's Key Performance Indicators with appendices for information on service updates, items of note from working groups and future events.
Report Summary:	<p>In January 2022 the LGA conducted a Peer Review. Two of the key recommendations were for a new vision and corporate plan to be created by Members. The sign off for both these items is not likely to be until September 2022 and February 2023 respectively. This report contains KPI's which relate to continuous improvement in line with our Corporate Plan 2019 – 2024 and statutory KPI's that have to be delivered as 'business as usual'.</p> <p>There are 44 Continuous Improvement Key Performance Indicators from our Corporate Plan 2019-2024. 40 are to be reported on in this quarter 1 2022-2023.</p> <p>There are 24 are statutory Key Performance Indicators. 19 are to be reported for Quarter 1 2022-2023.</p> <p>For both continuous improvement and statutory reporting the Key Performance Indicators are categorised by each objective and service delivery arm.</p> <p>Each target has been graded using the Red/Amber/Green status ranking system. There are two other ranks, a "blue" ranking and this is for indicators where work has yet to begin and a "white" ranking system where it is outside the control of the Council for delivery, and therefore cannot be ranked.</p>
Recommendation(s):	That the performance of the Council against its Corporate Objectives in delivering services be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>Trish Hatton (Head of Customer Service and Transformation) (0116) 257 2677 trish.hatton@oadby-wigston.gov.uk</p> <p>Philippa Fisher (Strategic Director) (0116) 257 2677 philippa.fisher@oadby-wigston.gov.uk</p>
Corporate Objectives:	Building, Protecting and Empowering Communities (CO1)

	Providing Excellent Services (CO3) Growing the Borough Economically (CO2)
Vision and Values:	"A Stronger Borough Together" (Vision) Accountability (V1) Innovation (V4)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Corporate Plan 2019 -2024
Appendices:	<ol style="list-style-type: none"> 1. Operational Update 2. Working Groups Update 3. Forward Planning Events Calendar 4. Cost of Living Action Plan 5. Collection Rate – NNDR and Council Tax Action Plan (To Follow) 6. Continuous Improvement KPIs 7. Statutory KPIs 8. Customer Service Statistical Analysis (Q1 2022/23)

1.0 Introduction

In January 2022 the LGA conducted a Peer Review. Two of the key recommendations were for a new vision and corporate plan to be created by Members. The sign off for both these items is not likely to be until September 2022 and February 2023 respectively.

As a transition to the above Members agreed a new reporting approach on the Council's performance which was presented at the June 2022 Service Delivery Committee Members agreed to.

As part of the Council's ongoing development to service performance management and reporting, 2022/23 sees us report on KPI's in two different ways. Firstly, to continuous improvement in line with our Corporate Plan 2019 – 2024 and statutory KPI's that have to be delivered as part of legislative or legal duty as a Council (alongside the standard Finance Framework).

- 1.1 The Council has produced 44 new Continuous Improvement Key Performance Measures for 2022/23, and these measures relate to each of the Council's three Corporate Objectives as part of the Council's five-year Corporate Plan (2019-2024). These will be reviewed once the new corporate plan is approved.
- 1.2 The Council has produced 24 Statutory Improvement Key Performance Measure for 2022/2023, these measures relate to each of the Council's three Corporate Objectives as part of the Council's five-year Corporate Plan (2019-2024). Statutory KPI's refer to those that the Council has to report and measure from a legislative, legal or need to report to a particular body. These will be reviewed once the new corporate plan is approved.
- 1.3 These measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the Corporate Objectives, and will allow for greater accountability and transparency. This will mean that the public, Members and Officers can clearly see how the Council is performing against its objectives, and if it isn't, then why it isn't.

2.0 Corporate Performance

- 2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's new Corporate Objectives.
- 2.2 There are three main objectives, with these being:
 - Building, Protecting and Empowering Communities
 - Growing the Borough Economically
 - Providing Excellent Services
- 2.3 There are Key Performance Indicators for our Corporate Plan Objectives. These are categorised by each objective and service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system.

There is also a "blue" ranking and this is for indicators where work has yet to begin, and therefore, cannot be ranked. Finally, there is a "white" rating where the indicator cannot be met due to circumstances outside of the Council's control. The scoring system has been applied using the following definitions:

Green Target fully achieved or is currently on track to achieve target

Amber Indicator is in danger of falling behind target

Red Indicator is off target or has been completed behind the deadline target.

2.4 Continuous Improvement Key Performance Indicators

Out of the 44 indicators, 40 were due for reporting as at the end of Quarter 1 2022-2023. Although we emerge from the pandemic into the endemic phase there are some areas where the Council is taking a cautious approach and continue to display responsibility to our residents on any potential risks and therefore there is some impact on reporting KPI's and the ability to deliver is recorded and the ability to deliver on these which have fallen into the white and blue categories.

Of the 40

34 were green status

6 were amber status

0 was red status

This equates to 85% Green, 15% Amber and 0% Red status. The following table identifies the Council's performance, by objective and service delivery section.

As this is a new reporting year and this is a new way of KPI reporting there will be no comparison for the first quarter of 2022/2023.

Performance Chart One – Continuous Improvement - Corporate and by Objective

Quarter One 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	34	85%	6	15%	0	0%
Corporate Priority						
Building, Protecting and Empowering Communities	11	100%	0	0%	0	0%
Growing the Borough Economically	4	80%	1	20%	0	0%
Providing Excellent Services	19	79%	5	21%	0	0%

Performance Chart Two – Continuous Improvement - By Service Area

Quarter One 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	34	85%	6	15%	0	0%
Department						
Built Environment	13	93%	1	7%	0	0%
Customer Service & Transformation	6	100%	0	0%	0	0%
Finance & Resources	9	90%	1	10%	0	0%
Law & Democracy	6	60%	4	40%	0	0%

2.5 Statutory Key Performance Indicators

Out of the 24 indicators, 19 were due for reporting as at the end of Quarter 1 2022-2023. Although we emerge from the pandemic into the endemic phase there are some areas where the Council is taking a cautious approach and continue to display responsibility to

our residents on any potential risks and therefore there is some impact on reporting KPI's and the ability to deliver is recorded and the ability to deliver on these which have fallen into the white and blue categories.

Of the 19

17 were green status

1 were amber status

1 were red status

This equates to 90% Green, 5% Amber and 5% Red status. The following table identifies The Council's performance, by objective and service delivery section.

As this is a new reporting year and this is a new way of KPI reporting there will be no comparison for the first quarter of 2022/2023.

Performance Chart One – Statutory Key Performance Indicators – Corporate and Objective

Quarter One 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	17	90%	1	5%	1	5%
Corporate Priority						
Building, Protecting and Empowering Communities	6	100%	0	0%	0	0%
Growing the Borough Economically	0	0%	0	0%	0	0%
Providing Excellent Services	11	84%	1	8%	1	8%

Performance Chart Two – Statutory Key Performance Indicators – By Service Area

Quarter One 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	17	90%	1	5%	1	5%
Department						
Built Environment	8	100%	0	0%	0	0%
Customer Service & Transformation	0	0%	0	0%	0	0%
Finance & Resources	3	60%	1	20%	1	20%
Law & Democracy	6	100%	0	0%	0	0%

3.0 Built Environment Update

3.1 Exception Reporting – Built Environment

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the Built Environment.

(Continues overleaf)

Continuous Improvement Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 1 Commentary	Forecast
Growth the Borough Economically GBE 3	Develop Housing Site Projects	Deliver Horsewell Lane & SWRC	Prices have been sought for the groundworks at Horsewell Lane and a survey undertaken. Report on SWRC received.	Amber

Statutory Key Performance Indicators

There are no exception reporting for Quarter 1 2022- 2023

4.0 Finance Update

4.1 Exception Report – Finance

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the Revenues and Benefits.

Continuous Improvement Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 1 Commentary	Forecast
Providing Excellent Service PES 13	Reduce prior years arrears for Council Tax (debt not in recovery)	5%	Maintaining the current rate of recovery would see a year-end figure of 5.5% for council tax arrears.	Amber

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 1 Commentary	Forecast
Providing Excellent Service PES 15 (s)	Council Tax Collection Rates	97.5%	0.81% short of June target of 29.39% 0.36% short of 21/22 position. Improvement plan being delivered to Service Delivery Committee in September with details of steps being taken, expected impact on service and performance, and timelines. Changes made to streamline processes including new customer	Red

			forms and procedures in Council Tax to facilitate timely collection. New and refresher training delivered to team members to increase productivity. Disability Reduction Review undertaken to ensure accurate billing."	
Providing Excellent Service PES 16 (s)	NNDR Collection Rates	98.5%	"2.7% short of June target. 5.45% improvement on 21/22 position. Improvement plan going to Service Delivery Committee in September with details of steps being taken, expected impact on service and performance, and timelines. Empty property review scheduled to begin in September. Intensive work on high balance rates avoidance cases to increase collection and strengthen the position of Oadby and Wigston as a borough that does not tolerate rates avoidance.	Amber

5.0 Customer Service & Transformation Update

5.1 Exception Reporting of Customer Service and Transformation

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Customer Service and Transformation.

Continuous Improvement – Key Performance Indicators

There is no exception reporting for Quarter 1 2022-2023

Statutory Key Performance Indicators

There are no exception reporting for Quarter 1 2022- 2023

6.0 Law and Democracy Update

6.1 Exception Reporting – Law and Democracy

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Customer Service and Transformation.

(Continues overleaf)

Continuous Improvement – Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 1 Commentary	Forecast
Providing Excellent Service PES 16	Council Elections in May 2023 and Associated Member Induction	To plan for the administration of a fully compliant and resourced poll (including the implementation of the relevant Elections Act 2022 requirements) and devise an inclusive Members Induction Programme.	First strategic elections planning meeting held in June 2022 between RO and DRO's. Preparations underway to identify staffing levels. 90% of polling stations provisionally booked.	Amber
Providing Excellent Service PES 17	New reports and decision-making workflow process	Scoping out, implementing, and training officers on a new, streamlined internal reports and decision making-process to make forward planning more effective and efficient.	Research, scoping out and testing currently in progress to test new workflow process in the back-end application Issue Manager. To be reported back to and feedback sought from SLT in September 2022.	Amber
Providing Excellent Service PES 18	Fit-for-Purpose Meeting AV equipment at Brocks Hill Integrating New Member ICT Offer/ Equipment	Scope out, bid-for and oversee the installation of fit-for-purpose audio-visual equipment for Council and committee meetings at Brocks Hill complementing its flexible meeting space(s) and assist in integrating and maximising Members' new	Benchmark specification from other Leicestershire authority sent to Corporate Project Lead in July 2022 in order to scope out OWBC requirements and prepare tender.	Amber

		ICT offer/equipment into that set-up.		
Providing Excellent Service PES 19	Paperless/light Committee Administration	Continue to support, encourage, and persuade less technically able Members to receive and annotate agenda papers electronically consistent with the Council's newly adopted Agile Working Policy.	Registration links and re-set login details send to all Members who have received their new Surface Go Tablet. Drop-in training sessions on using the Mod.Gov app (Windows platform) to be arranged in August 2022 once all Members in receipt of new hardware.	Amber

Statutory Key Performance Indicators

There are no exception reporting for Quarter 1 2022 – 2023.