



# Report to Business and Resources Overview and Scrutiny Committee

Meeting Date 16 April 2024  
Key Decision No  
Public/Private Public

Portfolio Councillor Bob Kelly, Policy and Regulatory Services  
Directorate Strategy, Policy and Performance  
Lead Officer Nik Hardy, Assistant Chief Executive

**Title Corporate Performance Report – Quarter 3 2023/24**

## Summary:

The purpose of this report is to provide Executive with oversight of corporate performance for Cumberland Council for Quarter 3 2023/24 (1 October 2023 to 31 December 2023). This report suggests an overall positive position of performance at Quarter 3 2023/24.

## Recommendations:

That Members note the overall performance relating to delivery of the Cumberland Council Plan priorities as measured by the activities and key performance indicators set out on the report.

## Tracking

Executive:	23 April 2024
Scrutiny:	Business and Resources 16 April 2024
Council:	n/a

## **1. Background**

- 1.1 The Council Plan 2023-27 is the council's key strategic planning document, which articulates the council's overall aims and ambitions.
- 1.2 The Council Plan Delivery Plan was approved at Executive in January setting out the council's key activities and programmes of work that will progress the ambitions within the Cumberland Council Plan.
- 1.3 A suite of corporate key performance indicators sit alongside this. These are mainly quarterly measures, centred on the Council Plan priorities, allowing us to measure progress throughout the year. These are metrics the council has more direct responsibility over, and so can be used to measure council performance. These key performance indicators relate to the priorities in the Council Plan not to individual actions in the Delivery Plan.
- 1.4 Progress on the Council's priorities will be measured through a blend of actions and performance metrics that will be reported quarterly and annually to Executive and Overview and Scrutiny, in line with the Performance Management Framework.
- 1.5 The Delivery Plan includes a small number of long-term outcome measures, usually annual indicators. These are measures over which the Council does not have direct control but have been selected to demonstrate the impact of the Council's contribution to work in delivering the ambitions articulated in the Council Plan. These will be included in the end of year annual report.

## **2. Corporate performance**

- 2.1 The Corporate Performance Report for Quarter 3 2023/24 is attached as Appendix A and provides qualitative and quantitative information to detail how effectively the council is performing against key actions and key performance indicators aligned to the Council Plan priorities.
- 2.2 Targets are applied to most of our indicators, but it is not always appropriate to set targets and some indicators may be monitored for trends. Targets may be statutory or designed to demonstrate continuous improvement. They may also demonstrate performance relative to benchmarks.
- 2.3 Work is still ongoing across the council to aggregate and disaggregate legacy council data sets which does present ongoing data challenges. Every effort has been made to ensure accurate and robust data to support effective monitoring and scrutiny of performance, and ongoing data quality assurance is taking place to mitigate the complexities of integrating four different systems, process and practices.
- 2.4 The Corporate Performance Report is set out following the priority themes in the Council Plan 2023-27:

- Improving health and wellbeing
- Addressing inequalities
- Local economies that work for local people
- Environmental resilience and climate emergency
- Delivering excellent public services

- 2.5 The report at Appendix A shows that progress on the 90 key activities detailed in the Council Plan Delivery Plan is good overall so far in 2023/24, with two completed, 52 rated green (on track), 33 amber and two red.
- 2.6 In terms of performance in Quarter 3 2023/24 as measured by key performance indicators, 38 of the 50 attributed a RAG rating were green (on target), five were amber (close to target) and seven were red (off target). Full details are given in the report at Appendix A.

### **3. Alternative options considered**

- 3.1 None. Corporate performance reporting allows the organisation to monitor progress and performance against priorities and is an important part of the performance management framework.

### **4. Conclusion and reasons for recommendations**

- 4.1 Overall, progress against both Council Plan Delivery Plan and key performance indicators is good. Areas of focus are highlighted in the attached report.

### **Implications:**

#### **Contribution to the Cumberland Plan Priorities –**

The corporate performance report allows the organisation to monitor progress and performance against priorities as articulated in the Cumberland Council Plan 2023-2027.

#### **Relevant Risks –**

Understanding, analysing and addressing performance ensures the Council achieves its objectives and can proactively plan for and respond to changing needs. Without a clear performance management framework and set of monitoring arrangements the council risks having a poor system of internal controls and limited ability to check progress against achievement of its objectives.

#### **Consultation / Engagement –**

Not required as this is a monitoring report.

**Legal –**

Reporting performance against the Delivery Plan and corporate key performance indicators assists the Council to comply with its duty to make arrangements to secure continuous improvement in the way in which the Council's functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

**Finance –**

There are no specific financial implications arising from the report. Effective performance management alongside robust financial and risk management, supports the Council's ambitions for ensuring value for money activity.

**Information Governance –**

None directly associated with this report.

**Impact Assessments –**

An impact assessment has not been completed as this is a monitoring report.

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**Appendices attached to report:**

- Appendix A – Q3 Corporate Performance Report 2023/24

**Background papers:**

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None