

Body: Cabinet

Date: 8 February 2023

Subject: Corporate Performance Quarter 3 2022-23

Report of: Homira Javadi, Director of Finance and Performance (Chief Finance Officer – S151 Officer)

Cabinet member: Councillor Colin Swansborough, Cabinet member for climate change, place services and special projects

Ward(s): All

Purpose of the report: To update Members on the Council’s performance against Corporate Plan priority actions, performance indicators and targets for the third quarter of the year 2022-23.

Decision type: Non Key

Recommendation: Cabinet is recommended to :

i) Note the achievements and progress against Corporate Plan priorities for 2022-23, as set out at Appendix 1

Reasons for recommendations: To enable Cabinet members to consider specific aspects of the Council’s progress and performance.

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1.0 Consultation

1.1 The priority themes in the Corporate Plan were developed in consultation with residents.

2.0 Solution Sprints

2.1 The council employed Solution Sprints (SS) pre-pandemic to realise service improvements. Associated SS work has been relaunched this year. As previously reported, quarters 1 and 2 saw the soft launch of SS and approval of associated governance arrangements via the Accelerating Change Steering Group.

In quarter three we have piloted SS approaches resulting in the launch of a new ‘Contact Us’ form on the council’s website. This is helping to streamline emails to service areas and free up Customer First colleagues, to prioritise those

customers with the greatest need. Associated process mapping methods have also been used this quarter to support the new Planning System project.

Within this quarter the Accelerating Change Steering Group have reviewed and refined a range of SS ideas. This has included research and initial scoping, with associated Sprint work prioritised and integrated into existing and forthcoming projects such as the new council website project commencing in Quarter 4. Quarter 4 will also see the Accelerating Change Steering Group reviewing SS approaches to date and, if appropriate, launching communications to pool wider ideas for continuous improvement activity from across the council.

3.0 Financial appraisal

3.1 Project and performance monitoring and reporting arrangements are contained within existing estimates. Corporate performance information should also be considered alongside the Council's financial update as there is a clear link between performance and budgets/resources.

3.2 All the financial implications are contained within the body of the report.

4.0 Legal implications

4.1 Comment from the Legal Services Team is not necessary for this routine monitoring report.

5.0 Equality analysis

5.1 The equality implications of individual decisions relating to the projects/services covered in this report are addressed within other relevant Council reports or as part of programmed equality analysis.

6.0 Conclusion

6.1 This report provides an overview of performance against the authority's priority actions and indicators for 2022-23.

Appendices

Appendix 1 – Q3 Performance Overview