

Report to:	Cabinet
Date:	26 September 2024
Title:	Portfolio progress and performance report 2024/25 - Quarter 1
Report of:	Homira Javadi, Director of Finance and Performance
Cabinet member:	Councillor Chris Collier, Cabinet member for innovation, delivery and people
Ward(s):	All
Purpose of report:	To consider the council's progress and performance in respect of service areas for the First Quarter of the year (April – June 2024) as shown in Appendix 1.
Decision type:	Non-key
Officer recommendation(s):	To note progress and performance for Quarter 1 2024/25
Reasons for recommendations:	To enable Cabinet members to consider specific aspects of the council's progress and performance.
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1 Introduction

- 1.1 The council has an annual cycle for the preparation, implementation and monitoring of its business plans and budgets. This cycle enables us regularly to review the council's work, and the targets it sets for performance, to ensure these continue to reflect customer needs and council aspirations.
- 1.2 It is important to monitor and assess progress and performance on a regular basis, to ensure the council continues to deliver priority outcomes and excellent services to its customers and communities.
- 1.3 Appendix 1 of this report sets out details of the key performance indicators for 2024/25 which were agreed by Cabinet in July 2024.
- 1.4 As is usual, alongside the reporting of quarterly performance, this report also sets at section 3 progress with the recovery and reset programme addressing our digital transformation work, and at section 4 an update on our solution sprints improvement work.

2 Appendix 1 Review

- 2.1 Within Appendix 1 we have 30 PIs, this quarter we have had: 7 PIs achieve target, 2 slightly below target, 11 below target, 12 Data only points. We have 7 positive trends and 12 negative trends from Q4 to Q1.

3.0 Recovery and Reset Programme

- 3.1 This quarter, the following has been the focus of the digital transformation programme:

- Finalising the next phase of implementation for the new revenues and benefits system – the Citizen Portal – this will enable residents to engage with the council and update their personal information via a self-service platform.
- Ready the next phase of development for the new council website – member engagement will be taking place in the next quarter.
- Exploring options for the council's next generation chatbot – ELLIS – officers are working with the council's

The Transformation Review Programme Board provides the overarching governance arrangements for the three workstreams, feeding into the Recovery & Reset portfolio and interfacing with CMT accordingly.

4 Solution Sprints

- 4.1 Solution sprint activity this quarter remains focused under three workstreams - contracts, assets and finance/data.

- Contracts – work continues to develop successor arrangements for the grounds maintenance contract (expires March 2026). Solution sprint and project review methods are being employed to arrive at a specification for future requirements and to carefully consider associated options.
- Assets – a review of fees and charges is underway. This involves two strands of work. The first is focusing on establishing a refreshed fees and charges policy and associated process to ensure that fees and charges setting is increasingly clear, consistent, better evidence informed and covers costs. The second involves deep dives into fees and charges in particular service areas and identifying opportunities for improvement. This quarter work has commenced on reviewing parking services and garden waste fees and charges, with potential deep dives into bereavement services and land charges pending.
- Finance/Data – work this quarter has primarily focussed on reviewing and improving our collation and insight of our contracts data, crosscutting the contracts and assets themes. This has involved producing a training video to help staff use the corporate system to manage contracts and, an initial review of data on the system and steps taken to improve the associated data quality, including a focus on those contracts concerned with energy use and billing. A corporate services review is also anticipated to take place under the finance/data theme into the next reporting period and details will follow next quarter.

5 Financial appraisal

- 5.1 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 reports (also reported to Cabinet each Quarter) as there is a clear link between performance and budgets/resources.

6 Legal implications

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

7 Risk management implications

- 7.1 It is important that corporate performance is monitored regularly otherwise there is a risk that reductions in service levels, or projects falling behind schedule, are not addressed in a timely way.

8 Equality analysis

- 8.1 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.

9 Appendices

- 9.1
- Appendix 1 – Portfolio Progress and Performance Report (Quarter 1 2024/25)