

Arun District Council

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| REPORT TO: | Corporate Support Committee – 31 January 2024 |
| SUBJECT: | Key Performance Indicators 2022-2026 – Quarter 3 performance report for the period 1 April 2023 to 31 December 2023 |
| LEAD OFFICER: | Jackie Follis – Group Head of Organisational Excellence |
| LEAD MEMBER: | Councillor Oppler - Chair |
| WARDS: | N/A |
| CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION: The Key Performance Indicators support the Council's Vision and allows the Council to identify how well we are delivering across a full range of services. | |
| DIRECTORATE POLICY CONTEXT: This report is produced by the Group Head of Organisational Excellence to give an update on the Q3 Performance outcome of the Key Performance Indicators. | |
| FINANCIAL SUMMARY: Not required. | |

1. PURPOSE OF REPORT

- 1.1. In order for the Committees to be updated with the Q3 Performance Outcome for the Key Performance indicators for the period 1 April 2023 to 31 December 2023.

2. RECOMMENDATIONS

- 2.1. It is recommended that the Committee notes the contents of this report and provides any questions or comments on the indicators relevant to this Committee to the Policy and Finance Committee on 7 March 2024.

3. EXECUTIVE SUMMARY

- 3.1. This report sets out the performance of the Key Performance indicators at Quarter 3 for the period 1 April 2023 to 31 December 2023.

4. DETAIL

- 4.1. The Council Vision 2022-2026 was approved at Full Council in March 2022. To support the Vision we need a comprehensive and meaningful set of performance measures which allow us to identify how well we are delivering across a full range of services. Two kinds of indicators were agreed at the Policy and Finance Committee on 17 March 2022. The first of these are annual indicators and will primarily update the progress against strategic milestones. In addition to this 'key performance indicators' (KPIs) will be reported to committees every quarter. These KPIs are known as our Corporate Plan.

- 4.2. A short report and appendix will go to each of the other Committees in the cycle of meetings after each quarter has ended. This appendix will only contain the indicators which are relevant to each Committee.
- 4.3. A full report showing quarterly performance against all indicators (which are measured at that quarter) will go to the relevant Policy and Finance Committee meeting at the end of the cycle of the other Committee meetings. Members of the other Committees will be able to give comments or ask questions about the KPI indicators that are relevant to their committee and these will be submitted to the Policy and Finance Committee for consideration.
- 4.4. This is the quarterly report covering performance from 1 April 2023 to 31 December 2023 and will cover only those indicators that are due to be measured at this point.
- 4.5. Thresholds are used to establish which category of performance each indicator is within.

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| Achieved target | 100% or above target figure |
| Didn't achieve target but within 15% range | 85%-99.9% below target figure |
| Didn't achieve target by more than 15% | 85% or less target figure |

- 4.6. There are 42 Key Performance indicators. 10 of these indicators relate to this Committee and of those 10, 9 are measured at Q3.
- 4.7. This report gives the status of the indicators at Q3. Appendix A gives full commentary for each indicator.

| Status | Number of Key Performance indicators in this category at Q3 |
|--|---|
| Achieved target | 5 |
| Didn't achieve but within 15% range | 0 |
| Didn't achieve target by more than 15% | 4 |
| TOTAL | 9 |

- 4.8. Actions to be taken

CP1 and CP2: These indicators are monitored by Corporate Management Team, Group Heads and the Information Management Team. Regarding complaints within the Housing service, actions are in place by the Group Head of Housing to resolve issues and facilitate responses, which should lead to an improvement in the performance of these indicators, and which are reported to the Housing & Wellbeing Committee. Housing complaints performance has improved significantly in recent months, and this is reflected in improved performance against these KPI's. A Joint Complaints Handling Code comes into effect during the course of 2024, and further improvements will be driven across the organisation.

CP4 and CP5: These are being monitored by CMT, the relevant Group Heads and HR.

5. CONSULTATION

5.1. No consultation has taken place.

6. OPTIONS / ALTERNATIVES CONSIDERED

6.1. To review the report

6.2. To request further information and/or remedial actions be undertaken

7. COMMENTS BY THE GROUP HEAD OF CORPORATE SUPPORT/SECTION 151 OFFICER

7.1. None required.

8. RISK ASSESSMENT CONSIDERATIONS

8.1. None required.

9. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1. As this report is an information paper, there are no recommendations for the Committee to consider. This report is to be taken as read only with Members having the opportunity to ask questions at the meeting on service performance. Members can also submit questions or comments on the indicators relevant to their committee and these will be considered by the Policy and Finance Committee on 7 March 2024.

10. HUMAN RESOURCES IMPACT

10.1. Not applicable.

11. HEALTH & SAFETY IMPACT

11.1. Not applicable.

12. PROPERTY & ESTATES IMPACT

12.1. Not applicable.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1. Not applicable.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1. Not applicable.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1. Not applicable.

16. HUMAN RIGHTS IMPACT

16.1. Not applicable.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1. Not applicable.

CONTACT OFFICER:

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BACKGROUND DOCUMENTS: *None*