

RECOMMENDATIONS TO THE POLICY & FINANCE COMMITTEE

FROM SERVICE COMMITTEES

24 OCTOBER 2024

AGENDA ITEM 9 – CORPORATE SUPPORT COMMITTEE – 10 OCTOBER 2024

Q1 Performance Report for the Key Performance Indicators (KPI's) which form part of the Council's Vision 2022-2026.

The Chair invited the Group Head of Operational Excellence to introduce the report, where she drew members attention to 3.7 of the report where it highlighted the areas that were not achieving and set out the work being put in place to address these.

It was confirmed that part of the recommendations before the committee were asking it to recommend to the Policy & Finance Committee to remove KPI CP6 [compliance of the Health and Safety programme] from reporting into this committee as this was considered as an operational matter and did not fit with the committee's purpose to focus on strategic direction.

The Chair requested that the committee review each indicator individually. There were no questions raised for CP1, CP2, CP3 or CP4. Councillor Turner confirmed that he asked a question relating to CP5 in terms of whether the target had been met and would a new one be set, ahead of the meeting. The Group Head of Organisational Excellence advised that while turnover rates could be seen as a concern, having a moderate level of attrition was healthy for an organisation as it brought in fresh perspectives and new skills. The Councils current target of 14% was believed to be around the national average for similar Local Authorities, although care did need to be taken when looking at data – figures for social care roles for example showed a turnover of 28% which made direct comparisons with all local government staff turnover difficult. Turnover allowed the council to balance the retention of experienced and knowledgeable employees with the need for new talent. Any efforts to reduce the council's turnover rates further had to be considered in a wider context of organisation wide initiatives such as staff engagement, career development and progression, pay and reward etc. The Corporate Leadership Team would consider whether a new target would be set when the performance indicators for the forthcoming year were to be reviewed. She also confirmed that data for reporting of basic reasons of staff turnover for the council were that voluntary resignations were 56%, end of full-term contracts were 19% and age retirements were 7% and 13% were made up of more complex and individual reasons.

The Chair then continued to run through each indicator individually, there were no questions for CP6, a member commented on CP7 saying she felt that the officers were being a bit hard on themselves with the critique of this measure, there were no questions raised for CP8 or CP9.

The recommendations were then proposed by Councillor Butcher and seconded by Councillor Bower.

The Committee

RESOLVED - That

(1) it noted the contents of this report and the need to provide questions/comments on the indicators relevant to this Committee to the Policy and Finance Committee on 24 October 2024; and

RECOMMENDS TO THE POLICY AND FINANCE COMMITTEE

(2) it approves the removal of CP6, Compliance with the Health and Safety Programme, from the KPI list for Corporate Support Committee (para 4.8)