

Committee: Executive
Meeting or Proposed Decision Date –
2 September 2024
Key Decision – No



Corporate Performance Management Report Q1 2024/25

Chair of Committee: Cllr Bill Revans
Executive Member(s): Cllr Liz Leyshon.
Local Member(s) and Division(s) affected: ALL
Executive Director: Alyn Jones

Executive Summary

This report outlines the performance of Somerset Council for quarter one (Q1) of the 2024/2025 financial year, against a suite of operational indicators.

Starting this quarter, the individual corporate performance indicators, within the appendix to this report, have been organised under one of the four council plan priorities (or the supporting priority of 'a financially sustainable and resilient Council'), instead of by directorate. This change aims to make the connection between performance information and the priorities clearer, and is the first step to improving corporate performance reporting.

The performance indicators themselves remain the interim measures agreed upon at Vesting Day. However, work is in progress to bring together a revised set of measures that better reflect each Council Plan priority, and provide a more even distribution of measures across the priorities.

The committee is asked to review the performance information provided within appendix A.

Recommendations

The committee is asked to review the performance information provided within appendix A, and in particular the narrative relating to performance this quarter.

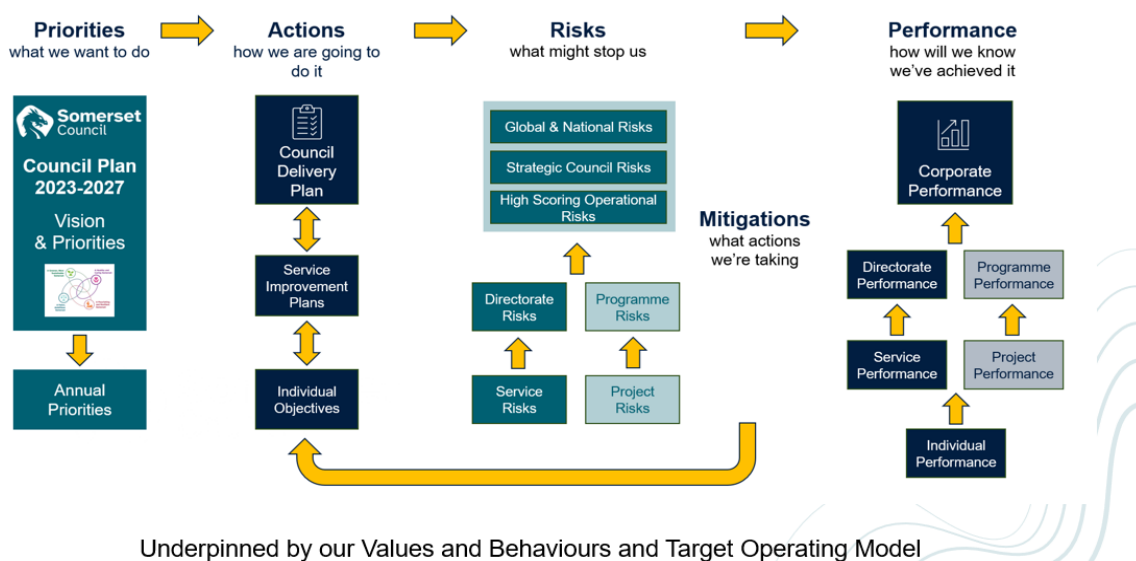
Reasons for Proposals

To ensure performance management is being effectively managed, reviewed and any areas of concern identified and addressed.

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Background and purpose of report

1. This report outlines the performance of Somerset Council for quarter one (Q1) of the 2024/25 financial year against a suite of operational indicators.
2. The operational indicators form part of an interim approach agreed by the Executive at their meeting on 13/02/2023.
3. Starting this quarter, the individual corporate performance indicators, within the appendix to this report, have been organised under one of the four council plan priorities (or the supporting priority of a financially sustainable and resilient Council), instead of by directorate. This change aims to make the connection between performance information and the priorities clearer and is the first step to improving corporate performance reporting and building the 'Golden Thread' between Council priorities, delivery actions, risk management and performance management, as illustrated below:



4. The performance indicators themselves remain the interim measures agreed for Vesting Day. However, work is in progress to bring together a revised set of measures that better reflect each priority and provide a more even distribution of measures across the priorities.

Summary

5. The 2024/25 Q1 report contains 115 indicators, of which 57 have a Red, Amber, Green (RAG) rating.

6. Table 1 below summarises performance against the current set of indicators, organised by Council Plan priority.

Priority	No of KPIs	KPIs with RAG	Red		Amber		Green	
			Q4	Q1	Q4	Q1	Q4	Q1
A Greener, More Sustainable Somerset	8	2	2	2	0	0	0	0
A Healthy & Caring Somerset	19	17	4	4	3	8	9	5
A Flourishing & Resilient Somerset	8	5	1	1	0	0	4	4
A Fairer, Ambitious Somerset	34	20	5	5	7	7	8	8
An Effective, Efficient & Sustainable Council	37	16	2	2	6	5	8	9
Total	106	60	14	14	16	20	29	26

Table 1: KPI Summary Table

7. A comparison between Q4 2023/24 and Q1 of 2024/25 shows that overall the number of red rated indicators has remained the same. The number of measures reporting green with satisfactory performance has decreased between quarters.

Key Issues Identified this Quarter.

8. Key issues are identified in appendix A and supporting narrative provided under the relevant priority.

Links to Council Plan and Medium-Term Financial Plan

9. This report has made the first step to aligning corporate performance indicators with Council Plan Priorities.
10. Work is in progress to bring together a revised set of measures that better reflect each priority and provide a more even distribution of measures across the priorities.

Other options considered

11. The continuation of using the directorate structure against which to organise performance indicators for this report was considered but was discarded as it does not support our ambition of making clearer links between performance and the delivery of Council Plan priorities.

Key considerations for the Council

Scrutiny comments / recommendations:

12. As for preceding quarterly performance reports, this report has not been considered by Scrutiny, although has been circulated in advance to the relevant Scrutiny Chair. The emerging Performance Management Framework will propose future Scrutiny arrangements in relation to corporate performance management.

Consultation and feedback

13. There has been no consultation although the appendix has been shared with CLT

Financial and Risk Implications

14. There are no direct financial implications to the proposals set out in this report. Detailed Budget Monitoring reports are included within the meeting agenda pack.
15. Failure to have effective arrangements in place to adequately manage performance of key services would create a risk that service performance could deteriorate, and /or the council fails to deliver its priorities for our residents.

Current Risk Score:

Likelihood		Impact		Risk Score	
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Projected risk score if recommended actions are agreed and delivered:

Likelihood		Impact		Risk Score	
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Legal and Procurement Implications

16. None have been identified.

HR / Workforce Implications

17. Some performance narrative notes staff capacity as a contributing factor to reduced performance.

Equalities Implications

18. This report provides an update on performance rather than seeking a decision. No equalities implications have been identified within the narrative provided by

services in relation to performance. However, it should be recognised that the diversity of the client base varies across different services.

19. Where a service is tailored for a specific protected group, any poor performance will disproportionately affect that group compared to the general population of council service users or residents. Special attention should therefore be paid to the proposed mitigation measures in such cases to address any potential negative impacts on those specific service users, to ensure that all service-users receive equitable and appropriate levels of service.

Community Safety Implications

20. There are no direct community safety implications associated with this report. .

Climate Change and Sustainability Implications

21. There are measures linked to the Council Plan priority 'A greener, more sustainable Somerset' within appendix A

Health and Safety Implications

22. There are no health and safety implications.

Health and Wellbeing Implications

23. There are measures linked to the Council Plan priority 'A healthy and caring Somerset' within appendix A

Social Value

24. There are no social value implications

Background Papers

25. Corporate Performance Management Report Q4 2023/2024 available at [Agenda for Executive on Wednesday, 5th June, 2024, 10.00 am - Modern Council \(somerset.gov.uk\)](#)

Appendices

Appendix A: Corporate Performance Management Report for Q1 2024/25

**Report assurance checklist ahead of report publication
(for Audit, Executive, Full Council and Scrutiny Committees)**

	Officer Name	Date Completed
Legal & Governance Implications	David Clark/Alyn Jones	14/08/2024
Finance & Procurement	Jason Vaughan	12/08/2024
Workforce (*)	Dawn Bettridge	14/08/2024
Asset Management (*)	Oliver Woodhams	14/08/2024
Executive Director	Alyn Jones	14/08/2024
Executive Lead Member	Cllr Liz Leyshon	19/08/2024
Consulted:		
Opposition Cllr (circulated)	Cllr David Fothergill	20/08/2024
Relevant Scrutiny Chair(s) (circulated)	Cllr Martin Dimery Cllr Leigh Redman Cllr Gill Slocombe Cllr Gwil Wren Cllr Bob Filmer	20/08/2024

Note:

Directors may nominate additional officers to act on their behalf

(*) – these areas only need to be consulted on proposals if the proposals have workforce or asset management implications

Reports will not be published if assurance checklist has not been adequately completed – report author to liaise with Democratic Services well ahead of publication deadlines

