

## Scrutiny Report

Committee: Scrutiny Corporate & Resources  
Meeting or Proposed Decision Date – 25<sup>th</sup>  
November 2024  
Key Decision – no



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### Corporate Performance Management Report Q2 2024/25

Chair of Committee: Cllr Bob Filmer  
Executive Member(s): Cllr Liz Leyshon  
Local Member(s) and Division(s) affected: ALL  
Executive Director: Alyn Jones – Executive Director Strategy, Transformation & Resources

#### Executive Summary

This report outlines the performance of Somerset Council for quarter two (Q2) of the 2024/2025 financial year, against a suite of operational indicators.

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').

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.

#### 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

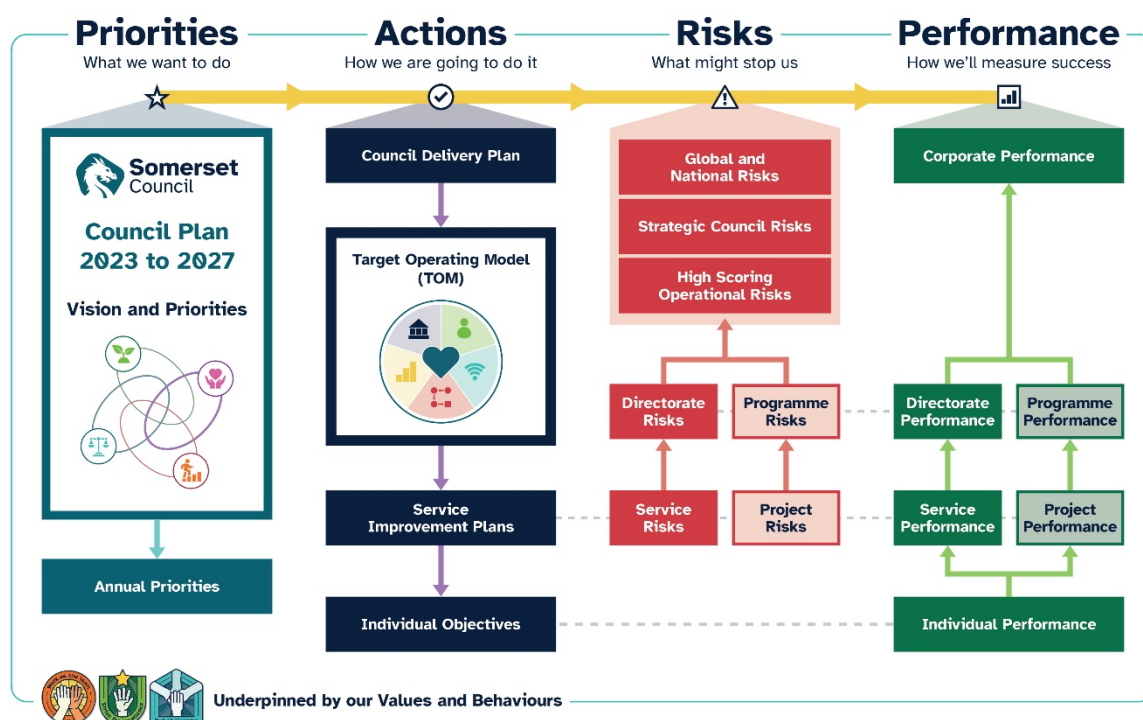
To ensure performance management is being effectively managed, reviewed and any areas of concern identified and addressed.

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## Background and purpose of report

1. This report outlines the performance of Somerset Council for quarter two (Q2) 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. This report is being presented to align with the finance reporting schedule.
4. 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). This aims to make the connection between performance information and the priorities clear and is aimed at improving corporate performance reporting and building the 'Golden Thread' between Council priorities, delivery actions, risk management and performance management, as illustrated below:

## Golden Thread



5. 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

6. The 2024/25 Q2 report contains 114 indicators, of which 56 have a Red, Amber or Green (RAG) rating.
7. A comparison between Q1 and Q2 of 2024/25 shows that overall, the number of Amber measures has decreased, reflecting in increased numbers of Green and Red measures.

### Key Issues Identified this Quarter

8. The first targeted 'deep dive' at the Performance, Risk and Budget Board (PRB) was provided by the Somerset Council Fostering service. Officers from the Fostering service were invited to attend and present a rounded picture of performance, risk and budget issues and opportunities. This was an opportunity for them to highlight to Board members where things were working well and areas of concerns and barriers and to show the work that was taking place within the service. The conversation was data driven but also gave an opportunity for open conversation about the context of the numbers, what external and internal influences there were on the service, and how members and other officers could support the service. As a result of this deep dive, the measures within quarterly reporting have been expanded to reflect the discussions at that meeting. A programme of further deep dives is planned throughout the year.
9. This report contains several housing measures that are now reflecting joint reporting between Homes in Sedgemoor and the Somerset Council in-house provision. This has been backdated to include information on quarter 1.
10. Key issues are identified in appendix A and supported narrative provided under the relevant priority.

### **Links to Council Plan and Medium-Term Financial Plan**

11. Performance measures are aligned to the Council Plan priorities.
12. 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**

13. Previous versions of the report had displayed measures arranged by service area. This is the second quarter of performance using the measures arranged by priority.

## **Key considerations for the Council**

### **Scrutiny comments / recommendations:**

14. Performance reporting is only due to be reported at Corporate Scrutiny. However, the report is shared with the other scrutiny chairs prior to discussion at Executive.

## **Consultation and feedback**

15. Performance reporting is discussed with ELT and CLT, and then forms part of the regular agenda at Performance, Risk and Budget Board prior to Executive.

## **Financial and Risk Implications**

16. 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.
17. 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.

## **Legal and Procurement Implications**

18. No legal implications of this report.

## **HR / Workforce Implications**

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

## **Equalities Implications**

20. 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.
21. 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**

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

### **Climate Change and Sustainability Implications**

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

### **Health and Safety Implications**

24. There are no health and safety implications.

### **Health and Wellbeing Implications**

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

### **Social Value**

26. There are no social value implications

### **Background Papers**

27. None

### **Appendices**

- Appendix A: Corporate Performance Management Report for Q2 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	N/A
Finance & Procurement	Maria Christofi / Nicola Hix	12/11/2024
Workforce (*)	Dawn Bettridge	12/11/2024
Asset Management (*)	Simon Lewis	N/A
Executive Director	Alyn Jones	12/11/2024
Executive Lead Member	Cllr Liz Leyshon	12/11/2024
<b>Consulted:</b>	Councillor Name	
Local Division Members	List local members	
Opposition Spokesperson(s)	Cllr Mandy Chilcott	
Relevant Scrutiny Chair(s)	Cllr Martin Dimery	12/11/2024

	Cllr Leigh Redman Cllr Gill Slocombe Cllr Gwil Wren Cllr Bob Filmer	
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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