
Corporate Performance Management Report Q3, End of December 2024/25

Executive Member(s): Cllr Liz Leyshon, Lead Member for Resources, Procurement & Performance

Local Member(s) and Division(s) affected: All

Executive Director: Alyn Jones, Executive Director Resources, Strategy & Transformation

Executive Summary

This report outlines the performance of Somerset Council for quarter three (Q3, end of December 24) of the 2024/2025 financial year, against a suite of key 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’), 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.

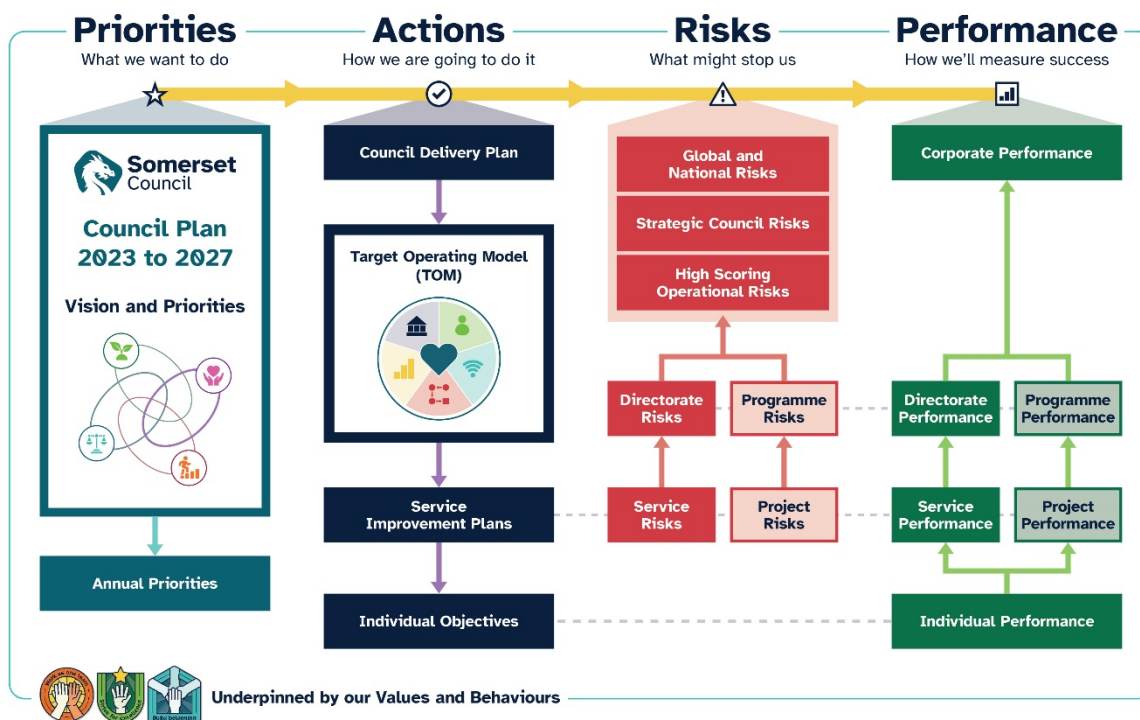
Reasons for Proposals

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

Background and purpose of report

1. This report outlines the performance of Somerset Council for quarter three (Q3, end of December 24) of the 2024/25 financial year against a suite of operational indicators.
2. The performance indicators form part of an interim approach agreed by the Executive at their meeting on 13/02/2023.
3. The individual corporate performance indicators, within the appendix to this report, have been organised under one of the four council plan priorities (or the overarching priority of a financially sustainable and resilient Council). This 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:

Golden Thread



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 Q3 report contains 114 indicators, of which 59 have a Red, Amber, Green (RAG) rating.
6. A comparison between Q2 and Q3 of 2024/25 shows that overall, the number of Green measures has increased.

Key Issues Identified this Quarter.

7. Key issues are identified in appendix A and supporting narrative provided under the relevant priority.
8. Direction of Travel (DoT) arrows show where performance is improving or declining between the most recent reporting periods whether November to December or Quarter 2 to Quarter 3. Up arrows show improvement and down arrows show deterioration – sometimes this may not correlate to figures increasing/decreasing as the aim of some indicators is to have a lower figure. Where data is cumulative, the DoT is based on the same quarter of the previous year, for example Council Tax collection.
9. As highlighted at previous Executive meetings there is a need for more measures pertaining to housing, especially in relation to homelessness. Conversations have started with the Service Director – Housing, to put these in place for the quarter 1 25/26 reporting period.
10. During January, meetings were held with services within the Community, Place and Economy directorate, to refresh or establish new performance indicators, as part of the work mentioned in paragraph 4. A revised suite is expected to be in place ready for Quarter 1 25/26.
11. Measures SC/CS08 and SC/CS10 within Regulatory & Operational Services have not been reported for the last two quarters, due to issues retrieving data from the multiple systems of the legacy councils, combined with a loss of several support staff during the last year.
12. Measure SC/CF01 - The percentage of Somerset schools rated inadequate, is no longer being reported on moving forward. With the change in government the DfE have ended 'single grade' Ofsted judgements and therefore categories no longer apply.

Links to Council Plan and Medium-Term Financial Plan

13. This report has made the first step to aligning corporate performance indicators with Council Plan Priorities.
14. 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

15. 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:

16. This report will be presented to Corporate & Resources Scrutiny meeting on 24th February. A verbal update will be provided to Executive. The emerging Performance Management Framework will propose future Scrutiny arrangements in relation to corporate performance management.
17. Lead Member for Resources, Procurement and Performance will be meeting with Scrutiny Committee Chairs and Vice Chairs to review the measures contained in the appendix A to ensure these highlight the areas of focus identified by those scrutiny committees.

Consultation and feedback

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

Financial and Risk Implications

19. 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.
20. 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

21. None have been identified.

HR / Workforce Implications

22. None.

Equalities Implications

23. 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.

24. 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

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

Climate Change and Sustainability Implications

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

Health and Safety Implications

27. There are no health and safety implications.

Health and Wellbeing Implications

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

Social Value

29. There are no social value implications

Background Papers

Appendices

Appendix A: Corporate Performance Management Report for Q3 2024/25

Report assurance

	Officer Name	Date Completed
Legal & Governance Implications	Scott Wooldridge Jill Byron	12/02/2025
Finance & Procurement	Nicola Hix	12/02/2025
Workforce (*)	Dawn Bettridge	06/02/2025
Asset Management (*)	Simon Lewis	07/02/2025
Executive Director	Alyn Jones	13/02/2025
Executive Lead Member	Cllr Liz Leyshon	17/02/2025
Consulted:		
Opposition Cllr (circulated)	Cllr Diogo Rodrigues	17/02/2025
Relevant Scrutiny Chair(s) (circulated)	Cllr Martin Dimery Cllr Leigh Redman Cllr Gill Slocombe Cllr Gwil Wren Cllr Steven Pugsley	17/02/2025