

Item 4 - Referral from Scrutiny Committee

The attached report was considered by Scrutiny Committee on 6 July 2023. The relevant Minute extract is below.

Scrutiny Committee (6 July 2023, Minute 7)

Members considered the report which summarised performance across the Council as at the end of March 2023. Members were asked to consider 13 performance indicators which were performing at 10% or more below their target with a commentary from Officers explaining the reasons and detailing any plans to improve performance.

Members discussed Performance Indicators LPI_DS Waste 002, 003, 004 and 005 and noted that the spike had been due to the change in the collection rounds, but were pleased to see that there was a continuing downward trend. Members further discussed recycling rates and whether Cabinet should be asked to look into this area in more detail in addition to potential future focus of the Scrutiny Committee.

In response to questions regarding audit actions fully implemented within agreed timescales (LPI_AUL1), Members were advised that the targets from internal audits were agreed with the Managers of the service area. If a deadline was missed, it would be referred to the Chief Officer, Finance & Resources as the responsible officer and he would have to be satisfied for the reason the deadline was missed. It was likely that if a target was missed there were a range of factors which influenced this, some of which may be external factors.

Members further debated a number of performance indicators, discussing the value of the indicator and whether it provided qualitative or quantitative data and the impact of the indicator. Particular focus was given to the LPI_CDH 05 and LPI_CS001 and LPI_CS 002.

Action: For Performance Indicator PLI_CDH 05 be considered for rewording to provide more specific qualitative data.

It was explained by the Chief Officer Customer & Resources that the performance Indicators were set with the relevant service areas and Managers, in conjunction with the Chief Officer and Members as appropriate. The indicators were part of a wider set of internal management data collection which included further quantitative data. When they were reviewed, the indicators would follow a process which included going to the relevant Portfolio Holder, this could be as often as necessary. Currently a review of a number of Performance Indicators was being undertaken.

Some were national indicators, which are set by Government, others were industry best practice and others were slightly more historic and council processes were changing and it was important to bring the monitoring up to date. It was important as Officers the indicators were challenging and were based on SMART Targets (specific, measurable, achievable, realistic, time bound).

Action: For the Scrutiny Committee, be updated on the process of reviewing Performance Indicators.

Resolved: That

- a) the report be noted; and
- b) Cabinet, be asked to look at the Performance Indicator for recycling rates within the District.