

## Overview and Scrutiny Committee – 7 September 2022

<b>Title of paper:</b>	Scrutiny of corporate performance reporting	
<b>Director(s)/ Corporate Director(s):</b>	Ita O'Donovan Clive Heaphy / Frank Jordan	<b>Wards affected:</b> All
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<b>Other colleagues who have provided input:</b>	James Schrodell – Corporate Policy and Performance Manager James Rhodes – Head of Analysis and Insight	
<b>Recommendation(s):</b>		
<b>1.</b>	That Overview and Scrutiny Committee notes the performance against Strategic Council Plan commitments within the Residents' Services directorate	
<b>2.</b>	That a rolling programme of reporting is developed such that each directorate's performance is discussed at Overview and Scrutiny Committee once per year	
<b>3.</b>	That the Committee reviews the information received and asks questions of Portfolio Holders and officers as required	

### 1. Reasons for recommendations

- 1.1 To allow Overview and Scrutiny Committee to review performance against Strategic Council Plan commitments, commencing with Q4 data for Residents' Services.
- 1.2 To ensure quarterly reporting to the Overview and Scrutiny Committee is embedded within the existing reporting cycle.

### 2. Background

- 2.1 We are resuming performance reporting to the Overview and Scrutiny Committee, which was paused whilst amendments were made to the previous Council Plan (which ran from 2019 – 2021) and the new Strategic Council Plan for 2021 – 2023 was developed.
- 2.2 Full Council formally adopted the new Strategic Council Plan for 2021-2023 on 13<sup>th</sup> September 2021; the amended commitments have been incorporated into the Council's new Performance Management Framework (PMF).
- 2.3 Previously performance information was brought to the Committee portfolio by portfolio, but we will now report directorate by directorate. We will implement a rolling programme of reporting so each directorate comes to Overview and Scrutiny Committee once per year. The first directorate to bring its performance information is Resident Services.
- 2.4 Formerly, quarterly performance reporting to the Corporate Leadership Team (CLT) and the Executive focussed on commitments taken from the previous Council Plan, which were adopted from the majority group's Manifesto. The Critical Indicators on which we now also report were proposed by Directors and Heads of Service to include assessment of statutory duties and strategic indicators that provide an overview of the Council's key responsibilities, priorities and 'business as usual' work.

2.5 For this first quarter, we are reporting to Overview and Scrutiny Committee only the Strategic Council Plan commitments. The Critical Indicators are currently being reviewed to ensure they best reflect the future direction of the Council. Once the review of Critical Indicators has completed, we will be able to bring them to the Committee along with Strategic Council Plan commitments.

3. **Changes and improvements – Strategic Council Plan and corporate performance assurance mechanisms**

3.1 Reporting is captured through the Council’s online performance management system, Pentana, linking into other sources of data where available. Reports include a RAG (red, amber, green) rating for each indicator, one for the current period and one for the expected position at the end of the Council Plan period, along with contextual narrative.

**Diagram 1: Components of the wider Performance Management Framework**



3.2 Performance is now managed at monthly Divisional Performance Clinics, allowing Directors and Heads of Service to see their data before it is shared with Corporate Directors, allowing any issues to be identified and mitigated in a timely manner. These clinics give an opportunity for additional scrutiny of the data and narrative, and ensure time is dedicated to the robust review of all indicators.

3.3 Directorate Leadership Teams then review their available data each quarter, giving an opportunity for remedial action to be considered where necessary. Quarterly performance is also reviewed by the Corporate Leadership Team.

3.4 Performance information will be presented to Overview and Scrutiny Committee quarterly so that the committee can ask questions and make recommendations for change to support improvement. This will happen once the internal verification process for that quarter’s data has been completed.

3.5 The proposed timetable for reporting is as follows:

Meeting	Suggested directorate	Which quarter’s data?
September	Residents’ Services	Q4 – SCP only
October	<ul style="list-style-type: none"> <li>Growth and City Development</li> <li>Finance and Resources</li> </ul>	Q1 – content
February	People	Q2

4. **Background papers other than published works or those disclosing exempt or confidential information**

4.1 None.

5. **Published documents referred to in compiling this report**

5.1 Nottingham City Council Plan 2019-2023

5.2 Nottingham City Council Strategic Council Plan 2021-2023

5.3 Nottingham City Council Recovery and Improvement Plan 2021-2024