



Report for: Cabinet

Date of Meeting:	24 January 2024
Subject:	Strategic Performance Report Q2 2023-24
Key Decision:	No
Responsible Officer:	Alex Dewsnap, Managing Director
Portfolio Holder:	Cllr Stephen Greek, Portfolio Holder for Performance, Communications and Customer Experience
Exempt:	No
Decision subject to Call-in:	Yes
Wards affected:	All wards
Enclosures:	Appendix 1 – Strategic Performance Report Appendix 2 – Corporate Scorecard

Section 1 – Summary and Recommendations

This report summarises Council and service performance for Quarter 2 against key measures and draws attention to areas requiring action.

Recommendations:

That

1. Portfolio Holders continue to work with officers to achieve improvement against identified key challenges (Appendix 1)
2. the report be noted and any changes be identified for future reports.

Reason: (for recommendations)

To enable Cabinet to be informed of performance against key measures and to identify and assign corrective action where necessary.

Section 2 – Report

Introductory paragraph

Appendix 1 to this report addresses performance against the objectives and Flagship Actions in the Council's corporate plan 'Restoring Pride in Harrow', arranged by the three priorities:

- A council that puts residents first
- A borough that is clean and safe
- A place where those in need are supported.

Options considered.

Whilst there is no legal requirement to formally report performance data, Cabinet's terms of reference in the Constitution include overseeing strategic performance issues on a quarterly basis and it is considered best practice to provide a public report and have a public debate on performance. As such it is recommended to have formal, public reporting of performance to Cabinet.

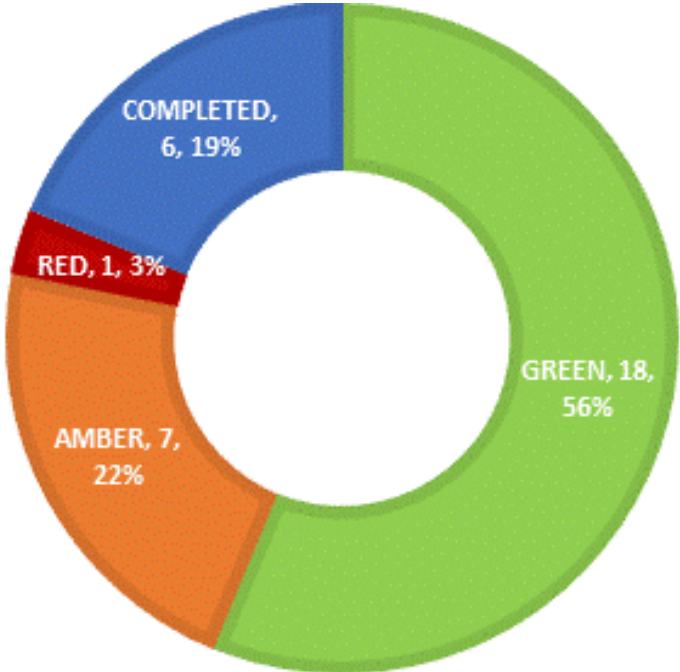
Summary of Performance

Note that the status of both Flagship Actions and performance indicators is reported and summarised here as at the end of Q2, 30th September 2023. The status of some of these will have changed in the monthly monitoring since the end of Q2. For Cabinet Reporting, the quarterly position is shown, noting that there is ongoing monitoring which will be reflected in the next quarterly report.

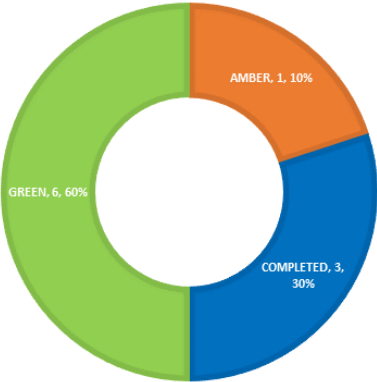
Overall Performance at end of Quarter 2, September 30th 2023:

All Flagship Actions (FA)

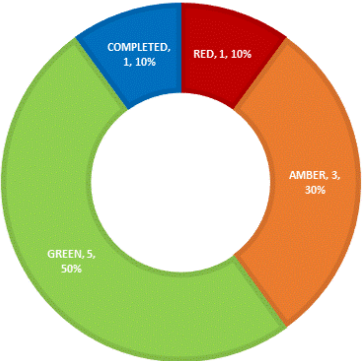
*(note total is more than the original 24 FAs as some actions are split for reporting purposes)



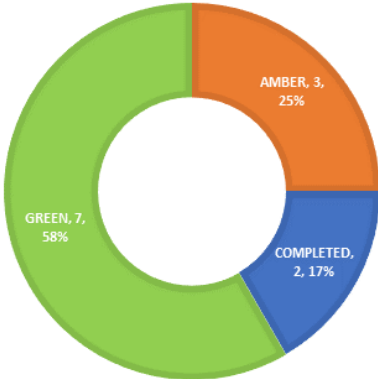
FA - Residents First



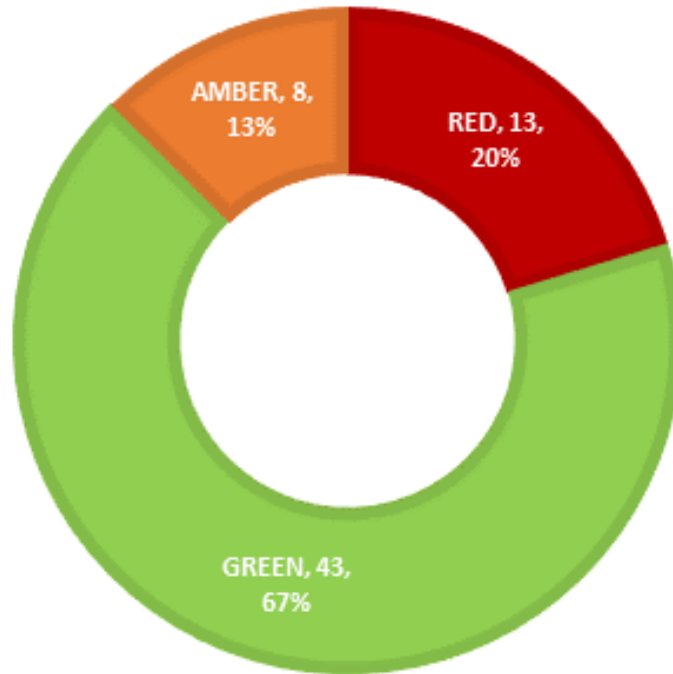
FA - Clean & Safe



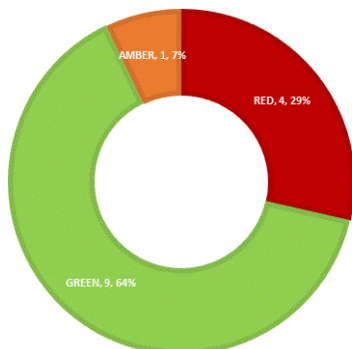
FA - Supporting those in Need



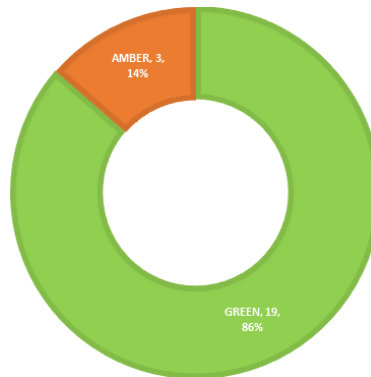
All Performance Indicators (PI)



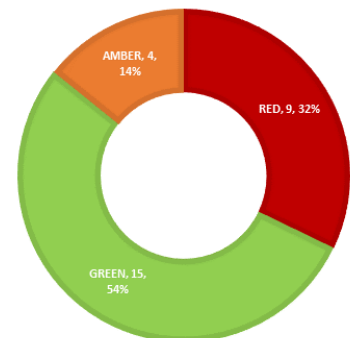
PI - Residents First



PI - Clean & Safe



PI - Supporting those in Need



More detail on Q2

performance and Flagship Actions can be found in the appendices, along with a key to RAG (Red-Amber-Green) ratings.

Ward Councillors' comments

Not applicable

Performance Issues

The report deals in detail with performance issues.

Data Protection Implications

Personal data is protected when reporting performance through aggregation of data, anonymisation and suppression of low numbers that might enable individuals to be identified.

Risk Management Implications

The risks arising from the Performance Report will be measured through the Council's Corporate and Directorate level Risk Registers.

Risks included on corporate or directorate risk registers?

Yes

Separate risk register in place? **No**

The relevant risks contained in the register are attached/summarized below.

N/A

The following key risks should be taken into account when agreeing the recommendations in this report:

Risk Description	Mitigations	RAG Status
Corporate performance information is not reported in a timely manner and this may prevent remedial action being taken promptly (where appropriate) in key areas	<ul style="list-style-type: none">• Performance scorecards exist at service and Directorate level which include all the indicators in the Corporate Scorecard• Managers receive real time data in critical areas e.g, outstanding assessments• Service and Directorate level scorecards are considered in performance sessions with managers that occur soon after the period end – when the data becomes available, usually monthly.• Information is available quickly and action is taken to address performance issues as they arise.	Green

Procurement Implications

None

Legal Implications

The Council has a duty under s.3 of the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. Draft guidance on compliance with this duty was published for consultation over the summer 2023. Whilst still in draft, the contents set out the Government's expectations in terms of compliance.

The draft guidance refers to the role of the Office of Local Government whose objective is to increase transparency of performance in the local government sector. The guidance contains details on the characteristics of a well-functioning authority, which includes frequent monitoring, performance

reporting and updating of the corporate and improvement plans, ensuring that plans are evidence based, current, realistic and enable performance to be measured, there should be alignment with the financial strategy, actual outcomes should be measured effectively and frequently interrogated, performance should be regularly reported to the public to ensure citizens are informed of the quality of services being delivered and there should be opportunities for resident and partner engagement in developing, monitoring and managing performance.

Financial Implications

There are no financial implications arising from this report.

Equalities implications / Public Sector Equality Duty

S.149 of the Equality Act 2010 requires public bodies to have due regard to the need to eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited, advance equality of opportunity and foster good relations between persons who share a protected characteristic and those who do not. This requires the Council to collect, monitor and manage equality data and consider the impact of its decisions on different parts of the community. The Council should consider its equality duties in all aspects of its decision-making and has specific duties to publish equality objectives and information to demonstrate compliance with the s.149 duty.

Council Priorities

The performance report is arranged according to the 3 council priorities:

1. A council that puts residents first
2. A borough that is clean and safe
3. A place where those in need are supported.

Section 3 - Statutory Officer Clearance

Statutory Officer: Sharon Daniels

Signed off by the Chief Financial Officer

Date: 20 December 2023

Statutory Officer: Sarah Wilson

Signed on behalf of the Monitoring Officer

Date: 7 December 2023

Chief Officer: Alex Dewsnap

Signed off by the Corporate Director

Date: 20 December 2023

Head of Procurement: Nimesh Mehta

Signed by the Head of Procurement

Date: 14 December 2023

Head of Internal Audit: Neale Burns

Signed on behalf of the Head of Internal Audit

Date: 19 December 2023

Has the Portfolio Holder(s) been consulted? Yes

Mandatory Checks

Ward Councillors notified: No, as it impacts on all Wards

EqlA carried out: No

Not required for the quarterly performance report

Section 4 - Contact Details and Background Papers

Contact: David Harrington david.harrington@harrow.gov.uk
07714 089170

Background Papers:

None

Call-in waived by the Chair of Overview and Scrutiny Committee: No