

Agenda Item 7  
 Overview & Scrutiny Committee  
 13 November 2024

Title: 2024/25 Quarter 1 Performance Report  
 Lead Officer: Graham Leach  
 Portfolio Holder: Councillor Davison  
 Wards of the District directly affected:

<b>Approvals required</b>	<b>Date</b>	<b>Name</b>
<b>Portfolio Holder</b>	04/11/2024	Ian Davison
<b>Finance</b>	31/10/2024	Alex Elston
<b>Legal Services</b>		
<b>Chief Executive</b>	31/10/2024	Chris Elliott
<b>Director of Climate Change</b>	31/10/2024	Dave Barber
<b>Head of Service(s)</b>		Graham Leach
<b>Section 151 Officer</b>	31/10/2024	Andrew Rollins
<b>Monitoring Officer</b>		Graham Leach
<b>Leadership Co-ordination Group</b>		
<b>Final decision by this Committee or rec to another Cttee / Council?</b>	Yes	
<b>Contrary to Policy / Budget framework?</b>	No	
<b>Does this report contain exempt info/Confidential? If so, which paragraph(s)?</b>	No	
<b>Does this report relate to a key decision (referred to in the Cabinet Forward Plan)?</b>	No	
<b>Accessibility Checked?</b>	Yes	

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## 1. Summary Why Overview & Scrutiny Committee asked for the report

- 1.1 The report sets out the 2024/2025 Quarter 1 Performance Report for Warwick District Council against the measures/targets included within the adopted Service area plans. It also sets out the timetable for reporting on performance for the remainder of the Financial Year.
- 1.2 The report also provides an update on the Performance Management Framework being developed for the Council and Service Area Planning Process for the 2025/2026 Service Area Plans.

## 2. What is being delivered

- 2.1 The Performance report is a key tool in helping the Council demonstrate the services it is providing are performing. At present the performance report focuses on the measures within the Service Plans and if they are achieving the expected level of performance. The commentary provided by officers against those measures which are below the expected level enables an understanding of the reasons for this and if there is a need for further investigation.
- 2.2 The Quarter 1 report is set out at Appendix A to the report. Quarter 1 for 2024/2025 ran from 1 April 2024 to 30 June 2024. This data has not been reported before now as time was taken to reflect on the best approach and format for this.
- 2.3 The current performance report provides an overview of the measures within the approved service area plans for 2024/25 with a focus on those that were either in red or amber status. The status is defined within the specific measure on expected performance. The report also provides details of measures where the "Measure/Target trending down for at least two consecutive quarters".
- 2.4 Not all measures are reported on within the report, but all can be found, along with full service area plans on the WDC [Business Intelligence Portal](#), the link to which has been circulated separately to all Councillors.
- 2.5 Table 1, below sets out the reporting timeline for the performance report for the remainder of the 2024/25 Service Area Plans.

**Table 1**

Stage	Q2 report	Q3 report	Q4 report
<b>Deadline for Service Areas to provide the data</b>	4 November 2024	3 February 2025	5 May 2025
<b>Date for the draft SAP to SLT</b>	11 November 2024	10 February 2025	12 May 2025
<b>Date SLT to provide commentary</b>	18 November 2024	17 February 2025	19 May 2025
<b>Date to be considered at SLT</b>	28 November 2024	20 February 2025	29 May 2025
<b>Date to be considered at Cabinet Catch Up</b>	2 December 2024	24 February 2025	2 June 2025
<b>Date SAP will be shared with all Councillors</b>	4 December 2024	26 February 2025	4 June 2025
<b>Date to be considered by O&amp;S Cttee</b>	21 January 2025	18 March 2025	TBC

- 2.6 Also available, via the Business Intelligence Portal, are the [corporate projects list](#), the [significant risk register](#) and in the near future procurement activity setting out current and upcoming procurement activity. The link to which have been circulated separately to all Councillors.
- 2.7 The Service Area Plans for 2025/26 are being developed by Service Areas in partnership with their relevant Portfolio Holder(s). This is with a view to them being approved by Cabinet in February 2025, alongside the budget. The timetable for their approval is running alongside the budget setting process allowing for cross checking that funds are aligned to the relevant areas where appropriate. This also allows for consideration of overall capacity and risks at an early stage of planning.
- 2.8 To compliment this planning process, Senior Leadership Team (SLT) and Cabinet discussed broad themes for the Service Area plans on 28 October 2024. The next phase will see the SLT review all Service Area Plans, with a focus on checking and challenging performance measures/targets as part of an awayday on 28 November 2024. This will be followed by a further review with SLT and Cabinet on 9 December 2024 before final sign off of the drafts on 13 January 2025 and the agenda being published on 27 January 2025.

### **3. The key risks to the service and how they are being managed**

- 3.1 The primary risks around performance monitoring reports are ensuring that the data provided in the service area plans report is accurate and provides commentary on the rationale for the level of performance. This helps the Council to identify at an early stage where performance is below the expected standard and investigate/challenge as appropriate.

### **4. Further Development and Review**

- 4.1 Performance reporting allows the Council to see a broad view of performance and highlights areas of underperformance. However, it does not allow for recognising success where Services are performing at or above the expected level.
- 4.2 At present further development is required to improve highlighting the performance of the Council in respect of its regulatory/statutory requirements and drawing these out as a performance indicator. This is important so officers/Councillors and the public can see that the legal duty is being met as required. This is being developed for the 2025/2026 Service Area Plans to clearly show this information, by providing the definition of target (those where there is a duty to meet a specific performance rate (for example ensuring gas safety certificates are in place and up to date) and a measure (for example footfall in the Town Hall) which will look more at the trend over time. As yet, this data is not differentiated within the Service Area Plans but will be for next year, with a view to back dating it over the current Service Area Plans.
- 4.3 There is also development underway of a Performance Management Framework for the Council. This is being developed alongside the Service Area Plans for 2025/26 and is due to be considered by Cabinet in February 2025.
- 4.4 To support the Framework some minor changes to the Service Area Plan format are being designed for 2025/26. As an example, there will be a definition of a target and measure and when they are expected to be used, as set out above. This will also see reflection on the current status of nearly all measures currently being Key Performance Indicators where some are simply Performance Indicators.

- 4.5 There will also be further work on the alignment to the Corporate Strategy of Service Area Plans and the project list. The current service area plans were approved at nearly the same time as the new Corporate Strategy. This time officers are using time to plan to show clearer links between the plans and performance and the Strategy. The key area to develop more detailed modelling is on Corporate Priority 3 where The Head of Governance, Head of Digital and Customer Services, Head of Safer Communities, Leisure and Environment and the Policy, Performance and Complaints Manager are looking at the most appropriate model for this.

**Background papers:** Nil

**Supporting documents:**

Service Area Plans for 2024/25