


Agenda Item No.:	9	
Committee:	Overview and Scrutiny Committee	
Date:	9 th May 2022	
Report Title:	PROPOSAL FOR TASK AND FINISH GROUP TO REVIEW CORPORATE PERFORMANCE INDICATORS	

1. PURPOSE/SUMMARY

- 1.1. At a meeting of the Overview and Scrutiny Committee on 17th January 2022 and during the discussion of the draft Business Plan for 2022/23 members requested the opportunity to consider the establishment of a task and finish group for the purpose of reviewing the current corporate performance indicators (see Appendix 1).
- 1.2. This report sets out a proposal for a cross-party scrutiny task and finish group to be established. The Overview and Scrutiny Committee is permitted to establish an advisory/task group by virtue of paragraph 23.3 of the Council's Standing Orders which states as follows:
 - 1.2.1. *"The Council, Cabinet, Cabinet portfolio holder and any committee or panel may appoint such advisory groups as they may consider necessary from time to time and shall specify the purpose, duration and terms of reference of such advisory group, except that such advisory group shall be of a deliberative nature only and shall report back with or without recommendations to the body or person that appointed them".*
- 1.3. The aim of this group is to review the corporate performance indicators for the purpose of ensuring that they enhance the Council's corporate priorities and are both measurable and achievable in nature.

2. KEY ISSUES

- 2.1. The Overview and Scrutiny Committee have requested the opportunity to formulate a task and finish group to review the Council's corporate performance indicators.
- 2.2. The task and finish group, if established, will review the corporate performance indicators with a view to ensuring that they enhance the Council's corporate priorities and are both measurable and achievable in nature.
- 2.3. The task and finish group, if established, will report back to the Overview and Scrutiny Committee with its findings and suggestions and for the purpose of enabling members of that Committee to make appropriate recommendations for incorporation into the next draft Business Plan.

3. RECOMMENDATIONS

Members of the Overview and Scrutiny Committee are invited to consider:

1. Agreeing to the formation of a time-limited cross-party scrutiny task and finish group;
2. Agreeing the Terms of Reference for the proposed task and finish group;
3. Agreeing initial nominations from its membership to join the task and finish group; and
4. Agreeing that the outcomes of the task and finish group should be presented back to Overview and Scrutiny Committee at a future meeting; and

Wards Affected	All
Portfolio Holder(s)	N/A
Report Originator(s)	Amy Brown, Head of Legal and Governance and Acting Monitoring Officer – amybrown@fenland.gov.uk
Contact Officer(s)	Niall Jackson, Member Services and GDPR Officer – NJackson@fenland.gov.uk
Background papers	Fenland District Council's Constitution O&S Committee Minutes of the meeting on 17 th January 2022 Business Plan 2022/23 Local Government Association's Performance Management Councillor Workbook - performance-management-be3.pdf

4. BACKGROUND/INTRODUCTION

- 4.1. The Overview and Scrutiny Committee at its meeting on 17th January 2022 requested the opportunity to consider establishing a cross-party scrutiny task and finish group to review the Council's corporate performance indicators.

5. ANTICIPATED OUTCOMES

- 5.1. It is anticipated that the Committee will agree to the establishment of a time-limited cross-party scrutiny task and finish group. This will inform the development of the Council's draft business plan for the year 2023/24 and enable recommendations to be made in relation to the corporate performance indicators associated with that.

6. ALTERNATIVE OPTIONS CONSIDERED

- 6.1. The recommendations have been tabled at the request of the Overview and Scrutiny Committee and are made in order to facilitate the establishment of a cross-party scrutiny task and finish group. In the alternative members may decide not to establish a task and finish group and instead comment upon the corporate key performance indicators as part of their annual scrutiny of the draft business plan.

7. IMPLICATIONS

7.1. Financial Implications

- 7.1.1. There are no direct financial implications arising from the recommendations of this however the Council will need to dedicate staffing resources to the scrutiny task and finish group if it is established.

7.2. Legal Implications

- 7.2.1. There are no legal implications associated with the establishment of the task and finish group.

7.3. Equalities Implications

- 7.3.1. The business plan and corporate priorities are designed to deliver and promote equal opportunities for all. The corporate performance indicators ensure that anticipated outcomes are met and provide opportunities for further improvement where issues are identified. These all contribute to the promotion of equal life opportunities for all.

8. APPENDICES

- 8.1. APPENDIX A – Corporate Performance Indicators for 2022/23.
- 8.2. APPENDIX B - Draft Terms of Reference – Scrutiny Task and Finish Group to Review the Corporate Performance Indicators

APPENDIX A – CORPORATE PERFORMANCE INDICATORS FOR 2023/24

Performance Indicator	Service Area
Communities	
Days taken to process new claims to changes for Council Tax Support	ARP
Days taken to process new claims and changes for Housing Benefit	ARP
Total number of private rented homes where positive action has been taken to address safety issues	Housing
The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through housing options work	Housing
Number of empty properties brought back into use	Housing
Number of Active Fenland sessions delivered per year	Leisure
Customer satisfaction: Net promoter score for Freedom Leisure Centres	Leisure
Environment	
Rapid or Village response requests actioned the same or next day	Environment
% of inspected streets meeting our cleansing standards	Environment
% of collected household waste recycled through our Blue Bin service	Environment
Customer satisfaction with our Refuse and Recycling services	Environment
Customer satisfaction with our Garden Waste service	Environment
Number of Street Pride, Green Dog Walkers and Friends of community Environmental Events supported	Environment
% of those asked who were satisfied with events	Environment
Economy	
% of major planning applications determined in 13 weeks	Planning
% of minor applications determined in 8 weeks	Planning
% of other applications determined in 8 weeks	Planning
% occupancy of our Business Premises Estates	Business
% occupancy of Wisbech Yacht Harbour	Port
Local businesses supported and treated fairly	Environment
Quality Organisation	
% of customer queries resolved at the first point of contact	My Fenland
% of Contact Centre calls answered within 20 seconds	My Fenland
% of contact centre calls handled	My Fenland
In year % of Council Tax collected	ARP
Council Tax net collection fund receipts	ARP
In year % of NNDR collected	ARP
NNDR net collection fund receipts	ARP
Number of visits to the FDC website	Communications

APPENDIX B – DRAFT TERMS OF REFERENCE SCRUTINY TASK AND FINISH GROUP TO REVIEW THE CORPORATE PERFORMANCE INDICATORS

1. Membership

To be determined by the Overview and Scrutiny Committee at its meeting on 9th May 2022 however it is suggested that the group should be comprised of a maximum of 5 members.

2. Advisers

Peter Catchpole, Corporate Director with responsibility for Governance and s.151 Officer.
Amy Brown, Head of Legal and Governance and Acting Monitoring Officer.
David Wright, Head of Policy & Communications.
Niall Jackson, Member Services and GDPR Officer.
Relevant service leads.

3. Purpose

- 8.3. To review the corporate performance indicators in accordance with recommended practices.
- 8.4. To report back to the Overview and Scrutiny Committee with its findings and suggestions for the purpose of enabling members of that Committee to make appropriate recommendations for incorporation into the next draft Business Plan.

4. Scope

To identify and agree the parameters for establishing effective performance indicators with input from officers and reference to resources such as the Local Government Association's Performance Manager Councillor Workbook.

To identify good practice from other local authority areas particularly where similar objectives are required to be achieved for example the fulfilment of certain statutory functions.

To review existing corporate performance indicators on an area by area basis with a view to establishing whether they enhance the Council's corporate priorities and are measurable and achievable.

To make suggestions as to how the existing corporate performance indicators may be amended or replaced.

To understand the skills and resources which will be required across the Council and relevant stakeholder organisations to deliver agreed actions.

To suggest a prioritisation mechanism to ensure that any resultant suggestions are effectively targeted and delivered having regard to the skills and resourcing available.

5. Reporting & Timescales

The Scrutiny Task and Finish Group will report its suggestions to the Overview and Scrutiny Committee and should do so on or before its final meeting of 2022 in order to ensure that any resultant recommendations can be incorporated into the draft Business Plan for 2023/24 which is due to be presented for consideration in February 2023.