

# **Report to Stronger Council Select Committee**

**Date of meeting: 19<sup>th</sup> January 2021**

**Portfolio:** Leader (Councillor C Whitbread)

**Subject:** Corporate Performance Reporting – Q3

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## **Recommendations/Decisions Required:**

### **Report:**

**1. That the committee reviews the report and notes the progress of project delivery against Q3 milestones, specifically the projects currently highlighting exceptions as follows:**

- a. Customer Excellence Programme: Fix the basics
- b. Customer Excellence Programme: Digital Customer Journey
- c. Customer Excellence Programme: Digital Payments
- d. Community & Data Insights Programme: Research and Feasibility recommendations
- e. People Programme: Attracting, On Boarding and retaining the best talent
- f. IT Programme: Infrastructure Review
- g. IT Programme: Business Application Review
- h. Accommodation Programme
- i. Council Housebuilding and Housing Programme: Council Housebuilding
- j. Council Housebuilding and Housing Programme: Sheltered housing review
- k. District Sustainability: Implementation of Green Infrastructure Strategy
- l. Planning and Development Programme: Local Plan
- m. Economic Development: Digital Enablement and Gateway
- n. Town Centre Development: Leisure contract

**2. That the committee reviews the report and notes the quarterly KPIs. Estimates are provided where actuals were not yet received, specifically highlighting exceptions as follows:**

- a. Stronger Places: Rent Arrears
- b. Stronger Council: Diversity & Inclusion - % of workforce by Ethnicity
- c. Stronger Council: Diversity & Inclusion - % of workforce with disability
- d. Stronger Council: Sickness Absence

**Reason for decision:** To enable Select committee to review progress for quarterly performance measurement delivery

**Options considered and rejected:** Not applicable.

**Resource implications:** Relevant resource implications as part of the delivery of the project and will be addressed accordingly by the service Director/and or project leads.

**Legal and Governance Implications:** There are no legal or governance implications arising from the recommendations of this report. However, any implications arising from actions to achieve specific objectives or benefits will be identified by the responsible Service Director and/or project leads.

**Safer, Cleaner, Greener Implications:** There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the Safer, Cleaner and Greener initiative, or any crime and disorder issues with the district. Relevant implications arising from actions to achieve specific objectives or benefits will be identified by the responsible Service Director and/or project leads.

**Consultation Undertaken:**

Leadership Team  
Service Directors

**Background Papers:** Strategy and Corporate plan

**Impact Assessments:** Impact of status has been assessed and relevant mitigation or response is in place for projects.

**Risk Management:** Any major risks from programme will be reported via the Corporate Risk Management group which is reported at Audit and Governance Committee.

**Equality:** Relevant equality implications arising from actions to achieve specific objects or benefits will be identified by the responsible service director and/or project leads.