



**POLICY & RESOURCES COMMITTEE:
25 JUNE 2024**

Report of: Assistant Director of Corporate and Customer Services

Lead Member: Councillor Mark Anderson

**Contact for further information: Lisa Windle
(E-mail: Lisa.Windle@westlancs.gov.uk)**

SUBJECT: COUNCIL PERFORMANCE DELIVERY – Q4 2023/24

Wards affected: (All Wards);

1.0 PURPOSE OF THE REPORT

1.1 To present performance monitoring data for the quarter ended 31 March 2024.

2.0 RECOMMENDATIONS TO POLICY & RESOURCES COMMITTEE

2.1 That the Council's performance for its key performance indicators for the quarter ended 31 March 2024 be noted.

3.0 CURRENT POSITION

3.1 Members are referred to Appendix A of this report which provides a summary of the quarterly key performance indicators.

3.2 Following adoption of new Council Priorities in October 2023 it was agreed that the remaining quarter performance reporting for 2023/24 would focus on the existing KPI suite as approved in March 2023. During this time, services have continued to manage and monitor their service performance and much of the Council's key activity has continued to be reported through to Members via individual reports to committees.

3.3 The Council Priorities Delivery Plan 2024/25, approved in March 2024, will be reported for the next quarter. The new Delivery Plan includes performance indicators for the Planning Service. As Members will be aware there have been improvements within the Planning Service but challenges remain and targets will need to be kept under review. In addition, the outcomes of the current Accelerated Planning System consultation will need to be understood in terms of impact on

processes and performance. This may result in changes to the measures during the year. The position will be further considered in the quarter one report.

- 3.4 Appendix A refers to 44 items within the approved quarterly suite, 10 of which are 'data only' (no target). Of the 34 PIs with targets reported quarterly:

| | Current Quarter | Previous Quarter | Current vs previous Quarter |
|--|------------------------|-------------------------|------------------------------------|
| Indicators meeting or exceeding target ('Green') | 24 | 23 | ↑ |
| Indicators narrowly missing target ('Amber') | 6 | 4 | ↓ |
| Indicators 5% or more off target ('Red') | 3 | 5 | ↑ |
| PI Data not yet available | 1 | 1 | - |
| PI Data that will not be provided | 0 | 1 | ↑ |

Data not yet available for PIs: *NI 192 % kerbside household waste sent for reuse, recycling and composting*

Data will also not be provided for WL85a Website: no. visits (data only).

- 3.5 Performance plans are prepared by service managers for those performance indicators where performance is below the target by 5% or more for this quarter where they can improve performance. These plans (Appendix B) provide further narrative and context behind the outturn.
- 3.6 Although the purpose of this report is to present quarterly information, where available a reference to annual performance for KPIs is also given in Appendix A.

4.0 SUSTAINABILITY IMPLICATIONS

- 4.1 There are no significant sustainability impacts associated with this report/update and, in particular, no significant impact on crime and disorder. The information set out in this report aims to help the Council achieve its vision and should contribute to the sustainability of services and the borough as a whole.

5.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 5.1 There are no direct financial or resource implications arising from this report.

6.0 RISK ASSESSMENT

- 6.1 This item is for information only and makes no recommendations. It therefore does not require a formal risk assessment and no changes have been made to risk registers.

Monitoring and managing performance information data helps the authority to ensure it is achieving its corporate priorities and key objectives and reduces the risk of not doing so.

We are continuing to embed risk management in the Council understanding that this will help us in the achievement of our priorities. We want to identify those risks that will stop us achieving our vision, priorities and key activities as defined by the delivery plan in development so that they can be mitigated, and therefore support progress and good performance. We consider where we are now, where we want to get to, and what may stop us getting there. These events, that may or may not happen, are our key risks which then need assessment, management, and reporting. These strategic, high-level council risks are currently reported to Members through the Key Risk Register report.

7.0 HEALTH AND WELLBEING IMPLICATIONS

7.1 There are no health and wellbeing implications arising from this report. The Council Priorities support the improvement of health and wellbeing within West Lancashire.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore, no Equality Impact Assessment is required.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and / or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Appendix A: Quarterly Corporate Performance Delivery Report

Appendix B: Performance Plans