

## Overview and Scrutiny Committee

14 November 2024

### Part 1 - Public

#### Matters for Corporate Monitoring



Cabinet Member	Cllr Boughton, Leader of the Council
Responsible Officer	Damian Roberts, Chief Executive
Report Author	Jeremy Whittaker, Strategic Economic Regeneration Manager

#### Report Title

### 1 Summary and Purpose of Report

- 1.1 This covering report and annexes provide data on Quarter 2 (July-September 2024) Key Performance Indicators (KPIs) that are aligned to the Corporate Strategy 2023-2027 and monitored on a quarterly or annual basis. This data is a key tool in assessing performance management and helping to deliver positive change.

### 2 Corporate Strategy Priority Area

- 2.1 Efficient services for all our residents, maintaining an effective council.
- 2.2 Performance Management through the use of Key Performance Indicators is a key measure to ensure that the Council is run efficiently and effectively, and delivers for local residents and businesses.

### 3 Recommendations

- 3.1 To note the Q2 Key Performance Indicators, acknowledging the good news and areas of focus.

### 4 Introduction and Background

- 4.1 This report provides information about Corporate KPIs that are not covered by the three Scrutiny Select Committees, showing trends and performance and providing Members with an insight into areas where the council is performing well and areas where there is a need for greater focus.
- 4.2 As highlighted during the Q1 reporting, and subject to agreement by Cabinet on 12 November 2024, a review of KPIs will take place with most of the proposed changes not being implemented until Q3 at the earliest.

## 5 Q2 Key Performance Indicators

- 5.1 The KPIs are provided in **Annex 1**, with the data for July-September 2024 (Q2) representing the most up-to-date available statistics in most instances. However, due to the lag in some statistics and the very quick turnaround required to meet committee deadlines, the previous quarter does still represent the most up to date figures. Where possible, verbal updates on Q2 statistics will be given if they are received by the time of the meeting.
- 5.2 There are some quarterly trends that can be identified and highlighted in this report. These include:

### Some Good News:

- **006: Reported Victim-Based Crimes:** dropped in Q2 to 1,682.
- **009: Website MyAccount Registrations** continue to increase, with nearly 44,500 registered by the end of September 2024.
- **010: My TMBC app downloads** have also jumped to 10,820.
- **012: Staff Vacancies** are now at the lowest point (8) since KPIs were collected, dropping steadily from 19 in Q1 2023/24.
- **109: % Handled Rate (Customer Services):** has increased from 88% in Q1 to 91% in Q2.

### Areas of Focus:

- **008: Social Media Clicks/Engagement** dropped slightly during Q2, however as explained in Annex 1, the summer marketing campaign saw significant activity on third party sites and social channels (e.g. Visit Kent) directing traffic to TMBC/Events pages which saw **14,366** clicks from June-Sept 2024.
  - **014: Sickness Absence – Medically Signed Off** has increased (albeit from a very low base) over the last 18 months from 2.89 to 5.28 days. This increase has been looked into and, apart from the fact that we have an ageing workforce, no specific patterns to this growth have been identified.
- 5.3 In considering the above areas, it may be useful to cross-reference with **Annex 2**, which sets out a long view (the last 6 quarters) for the Corporate KPIs.

## 6 Review of Performance Management

- 6.1 In the Q1 reports to Overview and Scrutiny and the Scrutiny Select Committees, an overview of proposed changes to the reporting of KPIs and embedding performance management within the organisation was provided. This generated a fair amount of discussion ahead of the report going to Cabinet in mid-November.
- 6.2 A number of proposed changes were suggested by scrutiny committee members, some of which have been incorporated into the Q2 reporting, however as Cabinet is not considering the report until November, most of the proposed changes will

not be implemented until Q3/Q4 at the earliest. The immediate changes made include:

- Inclusion of symbols on the 'long view' table (**Annex 2** in this report) in order to be more accessible. In this instance I have used the letters RAG to help distinguish.
- Inclusion of 'status' on the 'long view' table in order to illustrate how a KPI is performing overall - this is particularly the case for KPIs where the trend is consistently 'amber' as it is not clear whether it is consistently high or low performing.

## **7 Financial and Value for Money Considerations**

7.1 None arising directly from this report.

## **8 Risk Assessment**

8.1 Performance Management is identified in the Strategic Risk Register which highlights that without an effective performance management framework in place, the authority will not be able to understand any required improvements or achieve value for money.

## **9 Legal Implications**

9.1 The matters raised in this report are considered to be routine, uncontroversial or not legally complex and a legal opinion has not been sought on these proposals.

## **10 Consultation and Communications**

10.1 The KPIs are used by the Council to communicate, both internally and to our communities, about our achievements as well as any areas of focus that the Council is working to improve.

## **11 Implementation**

11.1 KPIs will continue to be reported in the current format in Q3.

## **12 Cross Cutting Issues**

12.1 Climate Change and Biodiversity

12.1.1 Limited or low impact on emissions and environment.

12.1.2 Climate change advice has not been sought in the preparation of the options and recommendations in this report.

12.2 The reporting on KPIs has a limited positive impact on climate change and biodiversity in the sense that a few of the KPIs specifically relate to emissions and

air quality, and as such contribute towards highlighting the Council's performance in this area.

### 12.3 Equalities and Diversity

12.3.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

Background Papers	None
Annexes	Annex 1 – Q2 KPIs Annex 2 – Q2 KPIs Long View