

Resources
222 Upper Street, N1 1XR

Report of: Dave Hodgkinson, Corporate Director of Resources

Meeting of: Corporate Resources and Economy Scrutiny Committee

Date: 30 July 2024

Ward(s): N/A

Corporate Performance update: Q4 (January – March 2024) / End of year 2023/24

1. Synopsis

- 1.1. The council has in place a suite of corporate performance indicators to help track progress in delivering the five missions set out in Islington Together 2030 Plan and the Council's Organisational Health. Progress on Organisational Health performance is reported to the Corporate Resources & Economy Scrutiny Committee on a quarterly basis, along with an overview of progress on the Missions, for information. Performance for service areas is reported separately to the relevant scrutiny committee.
- 1.2. The performance update for Q4 / end of year 2023/24 comprises:
 - 1) Appendix 1: Q4 Organisational Health performance narrative
 - 2) Appendix 2: Q4 Organisational Health performance scorecards
 - 3) Appendix 3: Q4 Corporate overview of performance across all missions (for information)
- 1.3. Islington Council is in the process of adopting a Delivery Plan 2024-26, which will act as a corporate plan and set out the Council's corporate priorities for the next two years. From Q1 2024/25, performance reporting will shift to focus on monitoring progress against the priorities in the Delivery Plan.
- 1.4. The previous meeting of the Corporate Resources and Economy Committee discussed the performance reporting arrangements to the committee and asked that a small working group be formed to consider this with officers, establishing

which performance indicators would be received and how they should be received. The Committee nominated Cllrs Khondoker, Hyde, Jegorovas-Armstrong and Wayne to the working group. The outcome of this working group, along with the new Delivery Plan, will inform future reporting to the CR&E scrutiny committee.

- 1.5. The Committee is invited to note and review the Q4 / end of year 2023/24 update (Appendix 1), drawing on the scorecards (Appendix 2) for more detail, for question and challenge at the committee meeting.

2. Background

- 2.1. Performance is monitored internally, through Departmental Management Teams, Corporate Management Board, and externally through the relevant Scrutiny Committee for each directorate. Indicators and targets are reviewed annually to ensure they remain relevant.
- 2.2. Corporate performance is one of a number of tools that enable us to ensure that we are making progress in delivering key priorities while maintaining good quality services. A collective and collaborative approach is welcomed for corporate performance as a combined effort between the directorates, central corporate performance function, leadership and members.
- 2.3. The purpose of the Council's scrutiny committees is to review the performance of local services, to scrutinise decisions and actions taken on matters within their terms of reference, to contribute to the review and development of council policy, and to make recommendations to enhance and improve service delivery for residents.
- 2.4. The Corporate Resources and Economy Scrutiny Committee oversees the following functions and services: Corporate Finance, Capital Programme, Asset base, Investment / New Build programme, Economic infrastructure and Inclusive Economy, Procurement and Social Value, Council Tax, Community financial resilience, Communications, Resident Voice / Experience, Complaints, Inclusion, Equalities, Corporate Performance, Corporate policy development, Corporate Risk Register, Digital Services, HR, Electoral Services, Statutory Utilities and Emergency Planning.
- 2.5. During 2023/24, the Policy & Performance Scrutiny Committee received performance reporting for those Corporate Services that comprise and contribute to 'organisational health' – that is, the effective and sustainable running of the council. This comprised measures from the Resources directorate and customer service areas from Community Engagement and Wellbeing Directorate in relation to:
 - Managing our budget effectively and efficiently

- Harnessing digital technology for the benefit of residents and staff
- Making sure our workforce is diverse, skilled and highly motivated
- Being open and accountable
- Resident experience

2.6. Performance updates for those areas not principally reporting to the Corporate Resources & Economy scrutiny committee will be shared separately with the relevant other Scrutiny committees:

- Children and Young People Scrutiny Committee
- Environment, Climate and Transport Scrutiny Committee
- Health, Wellbeing and Adult Social Care Scrutiny Committee
- Homes and Communities Scrutiny committee.

3. Recommendations

3.1. To review and challenge organisational health performance trends for Q4 / end of year 2023/24.

4. Implications

4.1. Financial Implications

- The cost of providing resources to monitor performance is met within each service's core budget.

4.2. Legal Implications

- There are no legal duties upon local authorities to set targets or monitor performance. However, these enable us to strive for continuous improvement.

4.3. Environmental Implications and contribution to achieving a net zero carbon Islington by 2030

- There are no environmental impacts arising from monitoring performance. Corporate performance helps the Council to monitor its progress in delivering its environmental objectives.

4.4. Equalities Impact Assessment

- The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

- An Equalities Impact Assessment is not required in relation to this report. Corporate Performance aims to support these duties by monitoring inequalities to enable the Council to improve performance.

5. Conclusion and reasons for recommendations

- 5.1. The Q4 / end of year 2023/24 Corporate Performance update sets out progress against the council's strategic priorities as measured by a suite of corporate objectives and indicators. The Committee is asked to review the update and note and challenge specific performance of the Resources directorate.

Appendices:

- Appendix 1: Q4 / end of year 23_24 Organisational Health performance narrative
- Appendix 2: Q4 / end of year Organisational Health scorecard 23_24
- Appendix 3: Q4 / end of year Corporate Overview of performance 23_24

Final report clearance:

Signed by:

Dave Hodgkinson, Corporate Director of Resources

Date: 9 July 2024

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