

Resources
3rd Floor, 222 Upper Street, N1 1XR

Report of: Executive Member for Finance and Performance

Meeting of: Executive

Date: 24 October 2024

Ward(s): N/A

Corporate Performance Update: Q1 2024/25 (April – June 2024)

1. Synopsis

- 1.1. This report presents the Q1 update on progress and performance against the recently adopted Islington Together Delivery Plan (April – June 2024).
- 1.2. This is the first of such updates that are planned to come to Exec each quarter to provide the information and assurance you need on how we're doing against our corporate priorities so you can consider areas of improvement.
- 1.3. The report is scheduled to go to Corporate Resources & Economy Scrutiny Committee on 5 November 2024.
- 1.4. To introduce the format and contents of the report, it provides an update on two elements for each mission in the Plan:
 - Firstly, progress on delivering the work programmes in the 33 actions in the Delivery Plan. This is in the sections titled 'Delivery' with a RAG status for how on-track each work area is and a brief commentary for each with further detail.
 - Secondly, it aims to give an indication of the difference the Delivery Plan actions are making. This is in the 'impact' sections with a collection of performance metrics and targets capturing what success looks like for each mission in the Delivery Plan. Again, RAG status for most of the metrics is provided and a commentary with more detail.
- 1.5. Please note, as this is the first quarter, some metrics and data are still emerging.

- 1.6. Key messages:
- 1) Delivery of the Plan is largely on track, as is to be expected at this early stage in the implementation period. Just two actions are slightly off-track – both in ‘greener’ – due to potential challenges delivering on additional green space and household recycling.
 - 2) Performance metrics in Q1 are also largely on track, again as expected for the start of the implementation period for the plan. Six performance metrics are off-track at this point relating to persistent absence (2 x Child-Friendly), % of calls answered and resident satisfaction rate (Empowering People) and recycled and residual household waste (Greener).
- 1.7. As this represents a new reporting process, there is an opportunity to ensure we have the right reporting in place. Feedback is welcomed to ensure you receive the information and assurance you need each quarter on how we’re doing against our corporate priorities. Please also review the Delivery Plan metrics to ensure they collectively capture the difference the council is trying to make with the Delivery Plan.
- 1.8. Also appended is a report from the Local Government and Social Care Ombudsman on its recent annual review of our complaints’ performance, for information. There is a duty to share this with the Council’s Executive.

2. Recommendation

- 2.1. To review the performance report (App.1) and letter from the LGSCO on complaints (App.2), note performance issues and discuss any further actions.

3. Background

- 3.1. The council recently adopted the Delivery Plan 2024-26 as a Corporate Plan.
- 3.2. Corporate performance now reports against the 33 actions in the Delivery Plan and 39 associated Delivery Plan metrics identified by the Corporate Directors. The Delivery Plan metrics intend to monitor the difference that the Delivery Plan actions are making.
- 3.3. Progress is reported to Executive on a quarterly basis to ensure oversight and accountability and to discuss challenges and opportunities. Performance is also monitored quarterly internally through Departmental Management Teams and externally through the respective Scrutiny Committees.

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. Executive is requested to:

- Review the appended performance report and complaints letter from the LGSCO, note performance issues and discuss any further actions.

Appendices:

- Appendix 1: Q1 2024-25 corporate performance summary Exec
- Appendix 2: Letter from LGSCO on complaints at Islington

Final report clearance:

Authorised by:

Dave Hodgkinson, Corporate Director of Resources

Date: 9 October 2024

Executive Member for Finance and Performance

11 October 2024

Report Author: Joanna Dawes, Corporate Performance Manager

Email: Joanna.Dawes@islington.gov.uk