

Appendix 2

Excerpt of Minutes Corporate Policy & Resources Committee 27 June 2024

20 PROGRESS AND DELIVERY QUARTER FOUR REPORT AND SUMMARY OF YEAR END PERFORMANCE 2023/24

The Chairman introduced the report and gave context to Members that the report had been approved by the Prosperous Communities Committee on 4 June 2024.

The Committee heard from the Performance and Programme Manager that the report summarised the progress and delivery data across the Council for quarter four of 2023/2024. The measures and targets for 2024/25 were approved by the Committee in January 2024. There was an overall summary of performance on page 121 of the report which detailed that 83% of all measures were reported as exceeding or at the agreed tolerance. There was a slight reduction from 85% reported in the previous quarter. Performance Improvement Plans were contained in the report and reported to the Prosperous Communities Committee, as well as the Corporate Policy and Resources Committee, and an additional report had been brought to the Management Team meeting to approve measures. The recycling rate had been added back into the report and demonstrated seasonal fluctuations with the collection of garden waste.

In terms of markets, the antiques market had been introduced in quarter four and had since withdrawn from the Saturday markets. It was anticipated that the position in the next quarter would reflect this change. The table on page 151 provided a breakdown of the number of stalls and trading performance, and targets had been set for 2024/25 with seasonal markets in place. A request for benchmarking information relating to land charges in markets had been submitted to local authorities. More information would be brought to the Committee in the quarter two report for 2024/2025.

The Council tax collection rate measure was also highlighted on page 127 and there was a significant pressure on the budget with the collection of council tax. The report detailed actions in this area, such as signposting residents to money advice services, citizens advice and step change, and offering instalment plans to support residents over a longer financial period. The single person discount had been reviewed and additional revenue had been generated in this area.

Members raised concerns regarding the recycling rates and reporting of leisure centre dissatisfaction rates, and felt complaints were not being recorded in this area and suggested that this be reviewed. The Director of Corporate Services explained a report would be going to the Prosperous Communities Committee and agreed to take forward the issue regarding complaints. The Performance and Programme Manager explained a piece of work was being produced on recycling and would be reported back to Members.

Members asked for assurance regarding staff absence and asked if there were any gaps in resourcing. The Chief Executive assured Members that this was being managed and there were no significant vacancies.

The Chairman thanked officers for the thorough report and amount of work that went into producing the detailed report.

Members praised the 83% performance rate and felt officers were working extremely hard to deliver quality services across the district.

Having been moved and seconded it was

RESOLVED that

- a) the performance of the Council's services through agreed performance measures had been assessed, and areas where improvements should be made, having regard to the remedial measures set out in the report, had been indicated; and
- b) the Progress and Delivery Performance Improvement Plan for Quarter Four (January-March) 2023/24 be approved; and
- c) the Progress and Delivery Year End 2023/24 Report be approved.