

# Performance Report on Culture and An Efficient, Enterprising and Healthy Organisation

Date: 21<sup>st</sup> June 2021

Report of: Directors of Resources and City Development

Report to: Strategy and Resources Scrutiny Board

Will the decision be open for call in?  Yes  No

Does the report contain confidential or exempt information?  Yes  No

## What is this report about?

### Including how it contributes to the city's and council's ambitions

- This report provides a summary of performance information against the strategic priorities for the council and city related to the Strategy and Resources Scrutiny Board.
- The information contained relates to the "Culture" Best City Priority and the "An Efficient, Enterprising and Healthy Organisation" Best Council Ambition.
- This report covers the latest available results for each indicator.
- The report also includes performance information relating to the Contact Centre and Digital Access which moved to the portfolio of this Board on 1<sup>st</sup> April 2021.

## Recommendations

- a) Members are recommended to note the latest performance information contained in Appendices 1 and 2 and the issues which have been highlighted and consider whether they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.
- b) Members are asked to note the service-level performance information provided in Appendix 3 and indicate whether they wish to receive information at this level in future.

## Why is the proposal being put forward?

- 1 To provide Members with the opportunity to review the latest performance information and determine whether they wish to consider any of these areas in greater depth in the months ahead.

## What impact will this proposal have?

### Wards affected:

Have ward members been consulted?  Yes  No

- 2 The performance information contained in the Appendices to this report and the issues which have been highlighted are provided for the Board's information.
- 3 This is an information report and not a decision so it is not necessary to conduct an equality impact assessment. However, some of the results provided will link to wider issues of equality and diversity, and cohesion and integration, and there may be occasions when Scrutiny Board members will want to look more closely at these issues, and may request further information to inform their investigations.

#### **What consultation and engagement has taken place?**

- 4 This is an information report and as such does not need to be consulted on with the public. However, performance information is published on the council's website and is available to the public.

#### **What are the resource implications?**

- 5 There are no specific resource or procurement implications from this report, although some performance indicators relate to financial and other value for money aspects.

#### **What are the legal implications?**

- 6 Performance information is publicly available and is published on the council website. This report is an information update providing the Scrutiny Board with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

#### **What are the key risks and how are they being managed?**

- 7 There are close links between performance and the comprehensive risk management process used in the council to monitor and manage key risks.
- 8 The council's Corporate Risk Register includes four risks directly linked to one or more of the KPIs summarised in this report:
  - In-year budget
  - Medium-term budget
  - Health & Safety
  - Information Management and Governance

#### **Does this proposal support the council's three Key Pillars?**

Inclusive Growth       Health and Wellbeing       Climate Emergency

- 9 This report supports the Council's three pillars by providing performance information for Strategy & Resources that relates to the economic growth of a healthy city with high quality services. It demonstrates what action is being taken to affect performance (where relevant) and to allow the board to challenge the same and consider whether any further focus should be given to any particular area in supporting these pillars. The council declared a climate emergency in March 2019 with the stated ambition of working to achieve net zero carbon emissions for the city by 2030. All services across the council will be involved with efforts to achieve this ambition, but none of the performance information contained in this report is directly linked to actions taking place to address the climate emergency and, therefore, will not feed into an assessment of how on track the council is in achieving the target.

## **Options, timescales and measuring success**

**a) What other options were considered?**

10 N/A

**b) How will success be measured?**

11 N/A

**c) What is the timetable for implementation?**

12 N/A

## **Appendices**

13 The following appendices are attached to this report:

- Appendix 1 – Performance Summary
- Appendix 2 – Workforce Profile
- Appendix 3 – Performance Summary relating to Contact Centre and Digital Access

## **Background papers**

14 None