

REQUEST TO ADD AN ITEM TO A POLICY REVIEW AND DEVELOPMENT PANEL WORK PROGRAMME

REQUEST FROM: CLLR. Chris Morley (Independent).

SUBJECT FOR CONSIDERATION: Corporate Performance Monitoring Indicators.

RECOMMENDED PANEL FOR INITIAL CONSIDERATION: CPP.

REASONS FOR RECOMMENDING CONSIDERATION – INITIALLY BY CPP.

Performance monitoring indicators are an essential tool for monitoring achievement against critical success factors of any organization. They can be used for strategic or operational goals.

I consider that the current set of metrics, which, apart from those currently being added, were formulated some 3 years ago, were offered by various Portfolio Holders and Officers to reflect scrutiny and progress against individual programs within their remits. In so doing, I suggest, focus has been lost on the overall strategic vision of the Council's Corporate Plan and its **Key Priorities**.

The Borough **Vision** is laudable and at its core is the achievement of a healthy community where business, communities and people can flourish, be active and healthy; having access to activities and an environment to provide a good quality of life.

However, can we, as a Council, objectively claim we are monitoring performance against this vision when there is only 1 metric on Culture, Heritage and Health?

Looking, briefly for this Paper, at the Key Priorities in turn:

Priority No 1.

Value for money and sustainability.

We receive information on % taxes and rates received, arrears and suppliers paid. All essential information for operational management.

However, on finance and sustainability I would wish to include the position on revenue, arrears, capital tracking and reserves. There is a separate and detailed Budget Monitoring Report (when published) but for corporate performance against key priorities I would wish for an agreed sub-set of the key indicators of sustainability.

Priority No 2.

Growth.

Is this merely houses built and planning applications?

If West Norfolk is a destination for history, culture and leisure, where are the numbers. Why no spectrum measurement of retail, businesses, learning and entertainment venues to identify opportunities to grow or fill gaps?

Key infrastructure measurements for both construction and use in these areas would show business and personal growth.

Priority No 3.

Environment and Climate Change.

I'm afraid the metrics here are way off the gain line. Is information on fly tipping and food health really a corporate issue? Problems such as these need to be logged, measured and corrected but at a Council/Cabinet and Panel level we need to know of measures relating to:

Carbon reduction; Air Quality; Quality of rivers and beaches; tree coverage; green spaces; habitat protection etc.

Priority No 4.

Social Mobility and Inclusion.

We measure Lily activities and include various metrics on homelessness. I suggest we also forge links for data from Further Education establishments, County Educational achievement data, Broadband fixed and mobile coverage. Numbers of youngsters with access to terminals for home education etc. Somehow, we have to measure and address deprivation, education and attainment so that we can help, or at least be a catalyst for improving socio-economic levels in the Borough. That is a legitimate Corporate target for this Borough.

Priority No 5.

Creating Places to make a Difference.

I consider a fresh set of measurable data needs to be developed for this aspiration.

Protection, enhancement, pleasant, clean are all good words but are they measured when developing business plans for economic growth.

Priority No 6.

Health and Wellbeing.

We need a fresh data set here in conjunction with QEH, PHE and the (over) numerous Wellbeing Boards that have been in existence for some time. The vulnerability to COVID in West Norfolk has highlighted deprivation in this Borough and we should have plans and measures in place to demonstrate that we are intent on improving matters.

Have I raised this concern before? No, but I have discussed it within the Independent community. I am of the firm opinion now that we are moving from reactive plans, to counter the impact of C-19 within the Borough, to recovery and restoration phases that it is an

opportune time for the Council to reconnect positively with its vision for West Norfolk; together with the appropriate key plans and measures to achieve success.

Can the Council Influence Changes? Yes, it may be difficult to measure the current situation in some key areas and therefore subsequent improvements but I recommend that a revised dashboard of metrics be developed on the lines outlined above. Measures to indicate we are on the path to **our Vision** will go a long way to demonstrate we have embedded plans for the future in our stewardship of both business and citizens within our Borough. This may take some effort and therefore cost but is, I believe, necessary and prudent.

SUMMARY AND RECOMMENDATION FOR AGREEMENT AT CPP

1. That CPP set up a Task Group with the necessary officers to consider a revision to the existing performance measures.
2. A revised dashboard of metrics be agreed by CPP and subsequently by each Panel and Cabinet; and
3. Final agreement by full Council.

30th August 2020.