

<b>CABINET</b>	AGENDA ITEM No. 13
<b>13 MARCH 2023</b>	PUBLIC REPORT

Report of:	Matt Gladstone (Chief Executive Officer)	
Cabinet Member(s) responsible:	Cllr Wayne Fitzgerald (Leader of the Council)	
Contact Officer(s):	Ray Hooke (Head of Corporate Delivery Unit)	Tel. 07803038774

## CORPORATE PERFORMANCE REPORT

RECOMMENDATIONS	
<b>FROM:</b> Matt Gladstone – Chief Executive Officer	<b>Deadline date:</b> March 2023
It is recommended that Cabinet notes the Corporate Performance Report and endorses the proposed direction of travel for the way the Council reports on performance to members going forward.	

### 1. ORIGIN OF REPORT

- 1.1 This report is submitted to Cabinet following a referral from Corporate Leadership team to provide an update to Cabinet on the Council's Corporate Performance.

### 2. PURPOSE AND REASON FOR REPORT

- 2.1 The purpose of this report is to provide an update to Cabinet and to provide the direction of travel on the Council's Corporate Performance in line with our Priority Outcomes as set out in the Sustainable Future City Council Strategy 2022-25:

1. **The Economy & Inclusive Growth** - maximising economic growth and prosperity for Peterborough as a City of Opportunity, and do so in an inclusive and environmentally sustainable way, together with our City partners and communities.
2. **Our Places & Communities** – creating healthy and safe environments where people want to live, work, visit and play, enabled by effective community engagement and strong partnerships.
3. **Prevention, Independence & Resilience** help & support our residents early on in their lives and prevent them from slipping into crisis.
4. supported by a **Sustainable Future City Council** - adjust how we Work, Serve and Enable, informed by strong Data & Insight capability and led by a culture of strong Leadership.



2.2 This report is for Cabinet to consider under its Terms of Reference No. 3.2.11, ‘To ... lead the Council’s overall improvement programmes to deliver excellent services.’

### 3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>	If yes, date for Cabinet meeting	<b>N/A</b>
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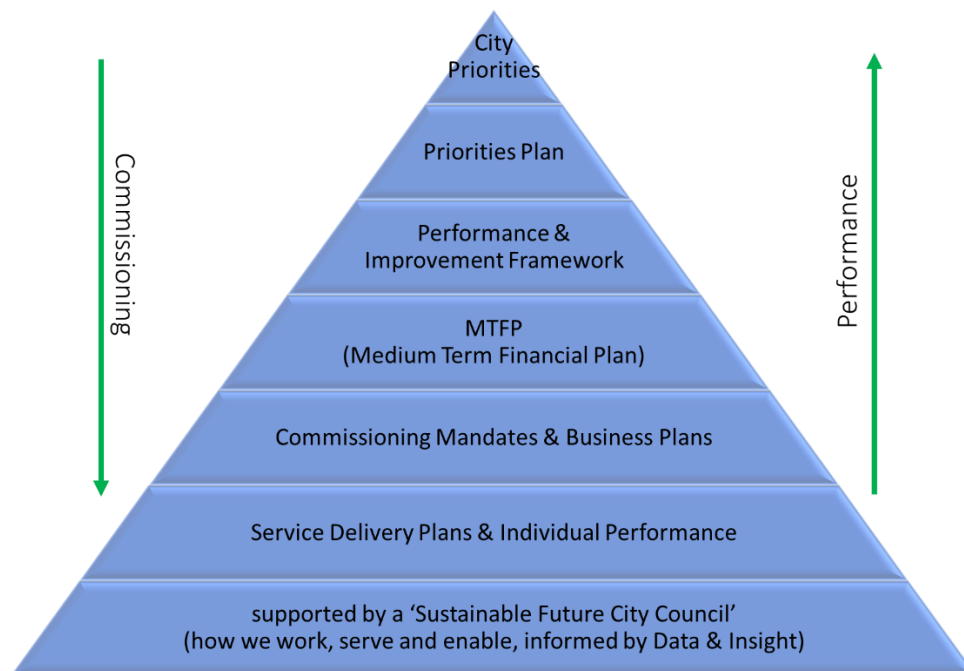
### 4. BACKGROUND AND KEY ISSUES

4.1 At its 12 October 2022 meeting, Full Council signed off the Council’s “Sustainable Future City Council Strategy 2022-25”. Within it, the Council has committed to deliver a Sustainable Future City Council which requires us to have an organisational structure that is built around needs, fixes the basics and delivers excellent customer services using a ‘OneCity – OnePartnership’ approach. This means looking at all aspects of not only *what* we do but *how* we do it, together with our City partners. Essentially this is about:

- *How we serve* – delivering excellent services to our customers and partners at all opportunities, based on their needs rather than our structures.
- *How we work* - maximizing flexibility and minimum constraints to optimise performance in support of those who depend on what we do.
- *How we enable* - creating highly performing services including HR, IT, Finance, Procurement, and key capability in data & insight.

As part of those plans, detailed service delivery plans to set targets for 2023/24 backed up by outline business cases will be developed and which set out the milestones and desired outcomes we are trying to achieve over the coming years - with accountable officers linked to each service plan. We then monitor our performance and improvements against a set of agreed Key Performance Indicators (KPIs) – and then we can measure our outcomes and the social progress we make in our City. Furthermore, the Department for Levelling Up, Housing and Communities (DLUHC) is expected to see a number of key KPIs going forward and this report starts to build towards a more comprehensive set of relevant performance indicators.

While we are defining our performance measures in more detail and start reporting on these in due course, Cabinet have asked for an update on the Council's overall performance and our direction of travel around our City Priorities and translate this approach into tangible activity through a single Performance & Improvement Framework.



The content within the report has been sourced from quantitative Service Performance KPI data as well as qualitative observational input. Independent reporting of the Council's performance will be undertaken by the Corporate Delivery Unit going forward.

## 5. CORPORATE PRIORITIES

5.1 The Corporate Performance report reflects progress made against all Council Priorities and their associated outcomes.

1. The Economy & Inclusive Growth
2. Our Places & Communities
3. Prevention, Independence & Resilience
4. Sustainable Future City Council

Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)

## 6. CONSULTATION

6.2 This is a monitoring report only, therefore consultation is not required.

## 7. ANTICIPATED OUTCOMES OR IMPACT

7.1 The Corporate Performance report will support Members to identify areas where improvement in performance is required.

## 8. REASON FOR THE RECOMMENDATION

8.1 The Corporate Performance report will support Members to monitor performance across the Services and progress towards delivering against our Priority Outcomes.

**9. ALTERNATIVE OPTIONS CONSIDERED**

9.1 None

**10. IMPLICATIONS**

**Financial Implications**

10.1 None

**Legal Implications**

10.2 None

**Equalities Implications**

10.3 None

**11. BACKGROUND DOCUMENTS**

11.1 PCC Corporate Strategy - [Welcome to Insite - Peterborough City Strategy & City Priorities \(1\).pdf - All Documents \(sharepoint.com\)](#)

**12. APPENDICES**

12.1 Appendix 1 - Corporate Performance Report