

# Cherwell District Council

## Overview and Scrutiny Committee

19 September 2023

### Performance Monitoring Report August 2023-24

#### Report of Assistant Director - Customer Focus

This report is public.

#### Purpose of report

To give the committee an update on how the council has performed against its performance indicators for August 2023.

#### 1.0 Recommendation

The Committee are recommended to:

- 1.1 Review the Council's performance report for August 2023 and considers what, if any recommendations it would like the Executive Committee to consider.

#### 2.0 Introduction

- 2.1 The Council actively and regularly monitors its performance to ensure it delivers its priorities for the year ahead, which are set out in its Outcome Framework as agreed by the Executive on 3 April 2023.
- 2.2 The Council does this monthly, so it can identify potential issues at the earliest opportunity and put measures in place for mitigating and addressing them.
- 2.3 This report provides a summary of the council's performance for August.

#### 3.0 Report Details

- 3.1 This is a report on the council's key performance indicators (KPIs) for August 2023.

We will provide an update on the monitoring only measures in next month's report on our performance up to Quarter 2.

#### 4.0 Performance Summary

- 4.1 The council has performed well against its 7 KPIs for August, having achieved all but one of its targets. **See appendix 1 for the full list of targeted measures.**

The measure we narrowly missed the target for was

### **Average time taken to process Housing Benefit New Claims and council tax reduction (Days)**

August: **Amber** - 18.11 days against a target of 18 days.

Year to date: **Green** - 16.35 days against a target of 18 days.

Comments from the service: We experienced several days with high volumes of claims but expect to be back below target next month. Our year-to-date performance is still ahead of target, with an average turnaround time of 16.35 against a target of 18 days.

## **5.0 Conclusion and Reasons for Recommendations**

The council has achieved 86% of its August 2023 KPIs. The committee is asked to review this performance and make recommendations for Executive consideration.

## **6.0 Consultation**

This report sets out the performance position for the fifth month of this financial year, therefore no formal consultation or engagement is required.

## **7.0 Alternative Options and Reasons for Rejection**

7.1 There are no alternative options to consider. However, members may wish to request further information from officers.

## **8.0 Implications**

### **Financial and Resource Implications**

8.1 There are no financial implications arising directly from this report.

Comments checked by:

Michael Furness, Assistant Director of Finance / Section 151, Tel: 01295 221845

[Michael.Furness@cherwell-dc.gov.uk](mailto:Michael.Furness@cherwell-dc.gov.uk)

### **Legal Implications**

8.2 There are no legal implications arising as a consequence of this report.

Comments checked by:

Shiraz Sheikh, Assistant Director Law & Governance,

[Shiraz.Sheikh@cherwell-dc.gov.uk](mailto:Shiraz.Sheikh@cherwell-dc.gov.uk)

### **Risk Implications**

8.3 The Risk Implications are detailed within the Executive and AARC Report for August 2023.

Comments checked by:

Celia Prado-Teeling, Performance and Insight Team Leader, Tel: 01295 221556,  
[Celia.prado-teeling@cherwell-dc.gov.uk](mailto:Celia.prado-teeling@cherwell-dc.gov.uk)

### **Equalities and Inclusion Implications**

8.4 There are no direct equalities and inclusion implications as a consequence of this report.

Comments checked by:

Celia Prado-Teeling, Performance and Insight Team Leader, Tel: 01295 221556,  
[Celia.prado-teeling@cherwell-dc.gov.uk](mailto:Celia.prado-teeling@cherwell-dc.gov.uk)

## **9.0 Decision Information**

### **Key Decision**

**Financial Threshold Met:** No

**Community Impact Threshold Met:** No

### **Wards Affected:**

All

### **Lead Councillor**

Councillor Sandy Dallimore, Portfolio Holder for Corporate Services

## **Document Information**

### **Appendix number and title**

- Appendix 1 – Business Plan Performance August 23

### **Background papers**

None

### **Report Author and contact details**

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