

SUBJECT: QUARTER 1 2024/25 OPERATIONAL PERFORMANCE REPORT

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

REPORT AUTHOR: BUSINESS INTELLIGENCE OFFICER

1. Purpose of Report

- 1.1 To present to Executive an outturn summary of the council's performance in quarter 1 of 2024/25.

2. Executive Summary

- 2.1 At the end of quarter 1 2024/25 of the **87** performance measures across the Directorates of Chief Executive's, Communities & Environment, Housing & Investment and Major Developments:

- **13** measures (**14.9%**) were Red (below lower target boundary)
- **20** measures (**23.0%**) were Blue (within target boundaries – acceptable)
- **28** measures (**32.2%**) were Green (meeting or exceeding the higher target)
- **24** measures (**27.6%**) were recorded as volumetric
- **2** measures (**2.3%**) were recorded as data not being available for this quarter

Out of the **87** performance measures monitored during the quarter **63** had targets allocated to them. Of these targeted measures **48 (76.2%)** were within or exceeding the targets set.

3. Background

- 3.1 Regular monitoring of the Council's performance is a key component of the Local Performance Management Framework. This report covers the key strategic performance measures identified by members and CMT as of strategic importance.

- 3.2 Each targeted measure is monitored against a target boundary range.

If a performance measure outturn status is Blue (acceptable), the measure is seen as performing on track. If a performance measure outturn status is green, the measure is seen to be achieving or exceeding the aspirational target. If a performance measure outturn status is red, the measure is seen to be performing below target and should be an area of focus.

- 3.3 A review of the quarterly performance process was undertaken at the end of 2023/24. This led to the following changes:

- Appendix A now contains a wider range of performance information, including qualitative data in the form of case studies and service highlights. These are grouped into seven themes, namely the five Vision Priorities and the two inward

looking portfolios ‘Our People and Resources’ and ‘Customer Experience and Review.’

- The more detailed performance data tables are now grouped together in Appendix B, including the suite of corporate measures that were previously in Appendix A. Performance data remains grouped by directorate, and a colour coding system has been introduced to make it simpler to identify which portfolio each measure relates to. Appendix B also includes a quarterly Communications update.

3.4 When read together, Appendices A and B aim to enhance the range of performance information presented via the quarterly reporting process and make it easier to assess and scrutinise the performance of each priority/portfolio.

4. Performance Measures Performing Above/Below Target – Quarter 1 2024/25

4.1 As set out in section 3, Appendix A provides an overview of the Council’s performance by Directorate and Vision 2025 theme. Highlight reports detailing some of the positive work of the Council during the quarter, and the impact of this, is also included in Appendix A.

4.2 To support Appendix A, a full list of all performance measure outturns and supporting service area commentary are provided at Appendix B.

4.3 Appendix B details the performance outturns for the suite of corporate performance measures. These measures focus on the areas of resources, health & wellbeing, sickness, complaints (including Ombudsman rulings) and compliments. Appendix B also contains a quarterly update on corporate Communications activity.

4.4 Overall, performance across the Council has improved in the last twelve months. This excludes the Directorate of Major Developments, which is reporting quarterly performance for the first time:










		CX		DCE		DHI	
Below target	Q1 24/25	20.0%		11.4%		22.2%	
	Q1 23/24	13.0%		16.0%		44.4%	
Acceptable	Q1 24/25	16.0%		34.3%		5.6%	
	Q1 23/24	26.1%		38.9%			
Above target	Q1 24/25	36.0%		28.6%		38.9%	
	Q1 23/24	34.8%		22.2%		16.7%	
Volumetric		28.0%		22.9%		27.8%	
No data		0.0%		2.8%		5.5%	

Figure 1: Annual comparison of performance – Q1 2024/25 against Q1 2023/24

4.5 The most significant shift in performance is in the Directorate of Housing and Investment, with 22.2% of DHI measures performing below target this quarter compared with 44.4% during Q1 of 2023/24. In addition, 38.9% of DHI measures also performed above their high target in this quarter compared to 16.7% during the same quarter last year. The Directorate of Communities and Environment has also experienced year-on-year reductions in the proportion of measures performing below target (11.4% in 2024/25 against 16.0% in 2023/24), corresponding with equivalent increases in the proportion of measures exceeding target (28.6% versus 22.2% over the same period).

- 4.6 As shown in Figure 1, in the Chief Executive's directorate there has been an increase in the proportion of measures performing below target and a small increase in the percentage of measures exceeding their high target.

5. Strategic Priorities

5.1 The City of Lincoln Council's Vision 2025 priorities are:

- Let's drive inclusive economic growth.
- Let's reduce all kinds of inequality.
- Let's deliver quality housing.
- Let's enhance our remarkable place.
- Let's address the challenge of climate change.

The performance measures under each directorate link across a range of Vision 2025 strategic priorities and portfolios as set out in Appendices A and B.

6. Organisational Impacts

6.1 Finance

There are no direct financial implications because of this report. Further details on the Council's financial position can be found in the quarterly financial performance report.

6.2 Legal Implications

There are no direct legal implications as a result of this report.

6.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

This report has no direct effect on equality in itself, but through measurement of service performance we are constantly able to review the quality of services for all recipients.

7. Risk Implications

7.1 (i) Options Explored – n/a

7.2 (ii) Key Risks Associated with the Preferred Approach – n/a

8. Recommendations

- 8.1 Executive is asked to review and comment on the contents of the Quarter 1 2024/25 Operational Performance Report found at Appendices A and B.
- 8.2 Executive is asked to confirm that the format of the performance report continues to meet their requirements.

Is this a key decision?

No

Do the exempt information categories apply?

No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?

No

How many appendices does the report contain?

Two (A and B)

List of Background Papers:

None

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