

# ***Information/Discussion Paper***

## **Review of the council's performance at end of Quarter 2 (April to September 2019)**

### **Overview and Scrutiny Committee - 18 November 2019**

This note contains the information to keep Members informed of matters relating to the work of the Committee, but where no decisions from Members are needed.

#### **1. Why has this come to scrutiny?**

- 1.1 To review the corporate performance of the organisation at the end of quarter 2 (April to September 2019).
- 1.2 To make any comments and observations on the presentation of the performance information.
- 1.3 To make requests for further information where this might clarify understanding of corporate performance.

#### **2. Background – The council's corporate plan 2019-2023**

- 2.1 In March 2019, council agreed a new look corporate plan that reflected the intentions to be clearer about what we were going to focus on and the reasons why.
- 2.2 The starting point for the new plan was Cheltenham's place vision; this is the collective commitment to ensure that Cheltenham is a place where everyone thrives supporting by a thriving economy, a thriving cultural offer and thriving communities. We made sure that the commitments in the new plan support this vision.
- 2.3 We also took stock of the organisation and involved a wide range of staff, elected members and external partners in discussions about the purpose of our organisation and how we want the organisation to look and feel.
- 2.4 As part of this, we also took time to consider strengths, weaknesses, opportunities and threats whilst also reflecting on our external environment.
- 2.5 With the better understanding of the council, we were able to develop a new corporate plan to guide us over the next three years through defining what we are trying to achieve - our purpose, how we will go about our work – our principles, and what we are going to focus on over the next three years – our priorities.
- 2.6 **The council's agreed purpose**
- 2.7 We want to make Cheltenham an even greater place for all; a place that is celebrated for its strong economy, its vibrant cultural offer and a place where our communities benefit from inclusive growth.
- 2.8 **The council's agreed principles**
  - We will achieve inclusive growth so all our communities can benefit and prosper from investments made in the borough.

- We will be commercially focused where needed and become financially self-sufficient to ensure we can continue to achieve value for money for the taxpayer.
- We will use data and technology, including insight from our customers, residents, businesses and visitors to help us make the right business decisions.
- We will provide strategic co-ordination across Cheltenham's agencies, partnerships and networks to drive the delivery of the Place Vision.
- We will work in ways that encourage equal collaboration at all levels and we will take time to listen, understand and respect each other to ensure what we do is appropriate and empowering.
- We will invest in and develop our people so they can continue to provide excellent services to residents and are prepared to meet the opportunities and challenges ahead.

## **2.9 The council's agreed priorities**

- Making Cheltenham the Cyber-Capital of the UK.
- Continuing the revitalisation and improvement of our vibrant town centre and public spaces.
- Achieving a cleaner and greener sustainable environment for residents and visitors.
- Increasing the supply of housing and investing to build resilient communities.
- Delivering services to meet the needs of our residents and communities.

Under each of the five priorities, the corporate plan sets out three areas for action. The performance report summarises progress against these 15 action areas.

## **3. Q2 Performance Overview**

- 3.1** The performance report is attached as appendix 1 which provides a factual summary of where each action is. For this particular report, there is no red-amber-green assessment of progress.

## **4. Next steps**

- 4.1** Committee members may be aware that the council has purchased a new performance reporting tool called Clearview. This will bring together reporting on performance management, risk management and project management.
- 4.2** The system has been installed and is currently under construction. It is hoped that the third quarter performance information will be available on the new system from the end of January. The committee may therefore wish to have an update on Q3 performance at its meeting in February 2020 using the new system.

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<b>Background Papers</b>	2019-23 Corporate plan, Report to Council, 25 <sup>th</sup> March 2019.
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