

Item No	Referred from:	OVERVIEW AND SCRUTINY COMMITTEE
6C	Date:	3 SEPTEMBER 2024
	Title of item:	COUNCIL DELIVERY PLAN 2024-25 (Q1 UPDATE)
To be considered alongside agenda item:		AGENDA ITEM 12

The report considered by Overview and Scrutiny Committee at the meeting held on 3 September 2024 can be viewed here [Agenda for Overview and Scrutiny Committee on Tuesday, 3rd September, 2024, 7.30 pm | North Herts Council \(north-herts.gov.uk\)](#).

RECOMMENDED TO CABINET: That Cabinet notes the progress against Council projects as set out in the Council Delivery Plan (Appendix A) including the new milestones that have been set for the current year.

REASON FOR RECOMMENDATION: The Council Delivery Plan (CDP) monitoring reports provide Overview and Scrutiny, and Cabinet, with an opportunity to monitor progress against the key Council projects, and understand any new issues, risks, or opportunities.

Audio recording –

The Service Director – Resources presented the report entitled ‘Council Delivery Plan 2024-25 (Quarter 1 Update)’ and advised that:

- The Council Delivery Plan (CDP) had been shortened following comments from Overview and Scrutiny Committee throughout the 2023/24 Civic Year.
- Projects could be added into the CDP to reflect the new Council Plan, if required.
- A report around KPIs was brought to the Committee in June 2024 to agree what would be included, and regular updates were agreed.
- The quarter 1 update is to end of June 2024, but some further information had been added to around mid-August.
- All milestones were new, and as there were now fewer projects, the aim was to provide more detail on the milestones for each project.
- There were 5 amber rated performance indicators, and these were outlined, alongside contextual commentary, at paragraphs 8.3 and 8.4 of the report.
- The County Council had previously funded the flu vaccine for staff but had confirmed they would not continue to do that this year, so options for funding would need to be explored to support this.
- It was difficult to establish comparative staff turnover data with other authorities, but there was some general data provided by the LGA. However, this covered all authority types, where some may run services in house and would not be a fair comparison.
- Leisure centres visits were doing well against performance indicators, but target was set against the target from last year, not the actual number achieved last year, which exceeded the target.

The following Members asked questions:

- Councillor Ralph Muncer
- Councillor Matt Barnes

- Councillor Elizabeth Dennis
- Councillor Jon Clayden
- Councillor Donna Wright

In response to questions, the Service Director – Resources advised that:

- The biggest issue with staffing was where the vacancies were and if a number existed in one team, then contractors were required to fulfil the service. It could be explored whether the position vacancy rate could be provided and whether it would add context.
- Staff surveys were conducted infrequently so would not be reported on a quarterly basis. The recent survey was still being reviewed.
- Some KPIs of third party contractors had been included where it was deemed most relevant.
- A piece of work could be conducted to look at the rise in alarm calls to Careline and further information could be provided. This could be supplemented by a presentation from Careline, or the Executive Member.
- Numerical changes in trends could be provided rather than up or down arrows, which may help to provide context.
- Major projects would have a project board in place, and, at end of project, a lesson learnt report would be compiled and presented to the Officer Leadership Team. This could come to Scrutiny, if requested, and was shared with other project managers to help with the learning of lessons.
- Clarity would need to be provided on the Local Plan Review project from the Executive Member.
- Details on the number of EV charging points to be installed could be provided outside of the meeting.

In response to questions, the Service Director – Place advised that:

- The Letchworth depot lease assignment had now been completed.
- The appointment of a quantity surveyor to oversee the Leisure Centre Decarbonisation Project was in progress, with an appointment expected shortly.
- The first waste mobilisation project board was due to meet tomorrow. There was a work programme in place, but due to delays in the completion of the depot leaser, the milestone dates had not yet been published.

Councillor Matt Barnes, as Chair, proposed and Councillor Donna Wright seconded and, following a vote, it was:

RESOLVED:

- (1) That Overview and Scrutiny Committee commented on the Council Delivery Plan Quarter 1 monitoring report, including the recommendations made to Cabinet.
- (2) That Overview and Scrutiny Committee determined any project that they want to receive more detail on as part of the next monitoring report.

RECOMMENDED TO CABINET: That Cabinet notes the progress against Council projects as set out in the Council Delivery Plan (Appendix A) including the new milestones that have been set for the current year.

REASON FOR RECOMMENDATION: The Council Delivery Plan (CDP) monitoring reports provide Overview and Scrutiny, and Cabinet, with an opportunity to monitor progress against the key Council projects, and understand any new issues, risks, or opportunities.

