

North Yorkshire Council

Corporate & Partnerships Overview & Scrutiny Committee

9 June 2025

Performance Report

Report of the Assistant Director (Legal and Democratic Services)

1.0 PURPOSE OF REPORT

- 1.1 For the Corporate & Partnerships Overview and Scrutiny Committee to review a summary of the relevant thematic performance data that forms part of the quarterly reports to the Executive and
- 1.2 For the committee to consider whether there are any lines of enquiry arising from the information provided to request further information on, or to add to the committee's future work programme.

2.0 BACKGROUND

- 2.1 North Yorkshire Council is ambitious to provide the best possible services to residents, communities and businesses. Understanding how we are performing is a critical step in identifying how we can continue to improve and achieve the best outcomes. As noted in the North Yorkshire Council Performance Management Framework 2025-26: "As an organisation going through a huge amount of change, monitoring performance, understanding it and learning from that insight is crucial to keep us on track."
- 2.2 A key part of the corporate performance management arrangements are the 'Quarterly Performance and Budget Monitoring Reports', considered by the Executive to show progress against Key Performance Indicators (KPIs) identified within the Council Plan. The report is organised under the five Council Plan themes: Place and Environment, Economy, Health and Wellbeing, People and Organisation, to aid in the monitoring of the overall Council Plan.
- 2.3 As part of the consideration of this report at the quarterly Performance Monitoring Executive meetings, members of the Scrutiny Board, made up of the Chairs of each of the six Overview and Scrutiny committees, are invited to ask questions to hold Executive members to account, based on the data, trends and narrative presented in the report of any performance challenges or opportunities.
- 2.4 At the latest Performance Monitoring meeting of the Executive held on 27 May 2025, members of the Scrutiny Board sought no responses from the Executive Members on corporate matters.

3.0 PERFORMANCE REPORT

- 3.1 As part of ensuring that this Overview and Scrutiny committee plays its role in analysing the performance of the relevant directorate within the Council, a summary of the latest performance information relevant to the Resources Directorate, is presented at Appendix A.

It that details the Resources Directorate performance and forms part of the overall quarterly reports considered by the Executive.

3.2 The appendix sets out a summary of the relevant KPIs and associated narrative, providing committee members an opportunity to comment and ask questions, as well as to identify and interrogate trends in the data presented, and key lines of enquiry. This process of scrutinising performance could lead to follow up actions from the committee, such as requesting formal reports for future meetings, informal briefings on particular areas of interest and/or requests for further information to develop the knowledge and understanding of the Committee.

3.2 The Committee will note that the data for quarter four highlights a continuing annual pattern in the following areas: **Benefits Processing** and **Telephone calls answered in four minutes**, this is due to year end benefits procedures and issuing of council tax demands for 2025/26. Telephone calls were further impacted on by the adverse weather after Christmas and the reinstatement of the green bin collections.

3.5 The committee may wish to consider whether a further report is therefore required in relation to the above named areas to develop their knowledge and understanding of the further.

4.0 FINANCIAL IMPLICATIONS

4.1 There are no direct financial implications arising from this report.

5.0 LEGAL IMPLICATIONS

5.1 All local authorities have a duty to make arrangements to secure continuous improvement in the way in which their functions are exercised, having regard to a combination of economy, efficiency and effectiveness.

6.0 EQUALITIES IMPLICATIONS

6.1 As a wider strategic document, the Council Plan 2025-2029 provides an opportunity to improve our understanding of outcomes in relation to equality, diversity and inclusion across protected characteristic and socio-economic groups, and target action to eliminate discrimination, advance equality (reduce inequalities) and foster good relations in line with our Public Sector Equality Duties.

7.0 CLIMATE CHANGE IMPLICATIONS

7.1 There are no direct climate change implications arising from this report.

8.0 PERFORMANCE IMPLICATIONS

8.1 This report sets out the thematic performance data that forms part of the quarterly reports to the Executive. By presenting directorate-specific KPIs and narrative information for the Overview and Scrutiny committee to review, this will help to improve corporate grip, control and delivery in our drive to improve as an organisation.

9.0 REASONS FOR RECOMMENDATIONS

9.1 To give committee members an opportunity to ask questions and provide comments on the directorate performance set out in Appendix A and identify key lines of enquiry that could form part of future reports and feed into the work programme.

10.0 RECOMMENDATIONS

That the Committee:

- i) Note the performance information detailed in Appendix A.
- ii) Feedback on the performance data and narrative contained within Appendix A, with a view to considering any future lines of enquiry for the committee to explore.

APPENDICES:

Appendix A – Performance Report

BACKGROUND DOCUMENTS:

[Council Plan 2025-2029](#)

[Performance Management Framework 2025-26](#)

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28 May 2025

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Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.