

NNDC PERFORMANCE BENCHMARKING

Summary: To put in place an arrangement for the Overview & Scrutiny to receive benchmarking information so that they are in a position to make recommendations to Cabinet for action based on evidence to improve performance.

Options considered:

1. Members to individually interrogate LGInform benchmarking data and make proposals to the Overview & Scrutiny Committee in areas of concern.
2. Look at all measures in the LGInform headline report and make recommendations to Cabinet as necessary.
3. Choose a set of measures to review on a regular basis from which to make recommendations to Cabinet when necessary. Assess those measures every six months for relevance.

Conclusions: The recommendations from the briefing should be adopted and should a further workshop be needed the committee specify what they would want from that workshop.

Recommendations: **Receive benchmarking information as follows;**

1. **Use the CIPFA nearest neighbours comparator group,**
2. **Report on a quarterly basis at the same time as the performance reporting.**
3. **Seven key benchmarking areas to be included in the initial report as laid out in appendix 1.**
4. **Performance areas are reviewed on a six-monthly basis.**

Reasons for Recommendations: Reviewing benchmarking data in this way will ensure the Council maintains acceptable levels of performance across the services delivered by the Council.

LIST OF BACKGROUND PAPERS AS REQUIRED BY LAW

(Papers relied on to write the report, which do not contain exempt information and which are not published elsewhere)

Cabinet Member(s) Ward(s) affected:
Cllr T Adams All

Contact Officer, telephone number and email:
Helen Thomas, Policy & Performance Management Officer
Tel: 01263 516214 Helen.Thomas@north-norfolk.gov.uk

1. Introduction

- 1.1 On 8 February the Overview & Scrutiny Committee members attended a briefing on the benchmarking information available to the Council. At the briefing the benchmarking information available from LGInform was demonstrated to Members and the reports, specific to north Norfolk, and already made available on our website demonstrated.

2. Issues discussed at the briefing

- 2.1 Members were shown and discussed the options when comparing North Norfolk to other councils including;
 - 2.1.1 the range of information available
 - 2.1.2 its frequency,
 - 2.1.3 groups of councils we could use as comparators
 - 2.1.4 measures that could be reviewed on a regular basis

3. Recommendations from the briefing

- 3.1 Use the CIPFA nearest neighbours comparator group, but to also include East of England district councils initially to compare which data is more useful (Appendix 1 and Appendix 2 respectively).
- 3.2 Reporting on a quarterly basis at the same time as the performance reporting.
- 3.3 Performance areas are reviewed on a six-monthly basis.
- 3.4 Seven key benchmarking areas were chosen (see Appendix 1 and Appendix 2), but also a request for % of carbon emissions reduction when available.

4. Conclusion

The recommendations from the briefing should be adopted and should a further workshop be needed the committee specify what they would want from that workshop.

5. Implications and Risks

Benchmarking assessment is a part of risk mitigation for the Council and should help to reduce the risk of performance levels in delivering services falling below acceptable levels.

6. Financial Implications and Risks

None.

7. Sustainability

No detrimental impact. There could be positive impact if measures relating to environmental issues are chosen for review.

8. Equality and Diversity

No detrimental impact. There could be positive impact if measures relating to equality and diversity issues are chosen for review.

9. Section 17 Crime and Disorder considerations

No detrimental impact. There could be positive impact if measures relating to crime and disorder issues are chosen for review.