

# Quarter 2 2024/25 Key Performance Indicators and Risk Register - Community Services Committee

## Community Services Committee Tuesday, 5 November 2024

Report of: Head of Environment and Head of Communities, Strategic Partnership Manager

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Purpose: For information

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Publication status: Open

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Wards affected: All

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### Executive summary:

The appendix to this report contains data on the Committee's key performance indicators for quarter 2 2024-2025, to enable Members to monitor how the Council is delivering services.

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**This report supports the Council's priority of:** Building a better Council

### Contact officer

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### Recommendation to Committee:

- A) To review and note Quarter 2 2024-2025 performance indicators for this Committee.
- B) To review and note the most critical risks for this Committee.

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## **Reason for recommendation:**

To support the Committee to monitor and manage its performance.

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## **Introduction and background**

1. The performance report for quarter 2 for Community Safety and Environmental Health is at Appendix A. A verbal update on other Community Services indicators will be presented at the Committee.
2. In Quarter 2 the number of safeguarding cases reported to Committee increased from 16 to 32. The largest reason was self-neglect or psychological abuse.
3. Although the Council is not able to control the number of cases raised, it is able to provide assurance that support is in place for those residents and staff who are responding to the cases.
4. The increase in residents who mention suicide follows the trend that other partners are seeing across the system, with poor mental health. Safeguarding lead officers have had sight of the draft Suicide Prevention strategy which Surrey CC is developing. Within the strategy it re-enforces the list of support available to signpost residents to.
5. A Section 11 Surrey Safeguarding Children's board assessment was completed in July 2024. The initial feedback from the board was that they were reassured by the councils' policies and procedures and had met the section 11 requirements. A more detailed report would be provided early next year.
6. The Community Harm and Risk Management meeting (CHaRRM) is a monthly multi-agency meeting to discuss and agree actions to reduce the negative impact that some individuals and families have on communities through their anti-social behaviour. There was 1 new case in Quarter 2. The group share information on high-risk cases and incidents and put in place plans to address the behaviours.
7. Over the last quarter the Anti-Social Behaviour project team have recruited a new ASB Officer. The team will be working on a reporting tool for residents to report ASB issues and it is hoped that the draft policy will be adopted by the Committee in November.
8. The key performance indicators for the Environmental Health and Licensing Shared Service are also included in Appendix A. This information relates to the performance of the service across both the Tandridge and Mole Valley districts and the performance of the shared service is monitored by the Joint Partnership Board that has been established by the two Councils.
9. The risk register can be found at Appendix B

## **Key implications**

### **Comments of the Chief Finance Officer**

There are no direct finance implications arising from this report, however the Q2 Financial update report to this Committee flags the potential financial risks relating to tree management.

### **Comments of the Head of Legal Services**

Effective risk management is a key element of good corporate governance, as noted in the Council's [Code of Corporate Governance](#), and is essential to the overall performance of the Council in meeting its Corporate Plan objectives. Good risk management will ensure that resources are used effectively and efficiently.

There is no statutory duty to report regularly to Members on the Council's performance, however under the Local Government Act 1999 a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Regular reports to the respective Committees assist in demonstrating best value.

It is therefore important that performance reporting is fit for purpose, monitored and managed to ensure effective Council governance. Where necessary reference needs to be made to any remedial actions and decisions that need to be taken.

As this report is for noting, there are no direct legal implications arising from this report, though individual projects are subject to review by Legal Services as and when necessary.

### **Equality**

This report holds no proposals that would disadvantage any minority groups. Where relevant any proposals that refer to any Equality Impact Assessments these will need to be carried out.

### **Climate change**

This report holds no proposals that would impact on the Council's commitment to Climate Change.

### **Appendices**

- Appendix A: Performance indicators
- Appendix B: Risk register

### **Background papers**

None.

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