

ANGUS COUNCIL

SCRUTINY AND AUDIT COMMITTEE – 4 MARCH 2025

ANGUSALIVE 2024/25 Q1&2 PERFORMANCE REPORT

REPORT BY ACTING DIRECTOR OF LEGAL GOVERNANCE & CHANGE

1. ABSTRACT

- 1.1 The purpose of this report is to present ANGUSalive's Performance Report for Quarters 1 & 2 of 2024/25 in order for Committee to review the governance and assurance arrangements in place. The report demonstrates how ANGUSalive is performing against the Key Performance Indicators (KPIs) identified to measure the goals outlined in ANGUSalive's Business Plan.

2. ALIGNMENT TO THE COUNCIL PLAN

- 2.1 The services that ANGUSalive deliver for Angus Council as part of the service level agreement contribute to a number of strategic priorities contained within the Council Plan.

3. RECOMMENDATIONS

It is recommended that Committee: -

- (i) notes the new arrangements for ANGUSalive performance reports to be brought to Scrutiny & Audit Committee on a six-monthly basis, following consideration by the ANGUSalive Board; and
- (ii) reviews and notes the ANGUSalive 2024/25 Q1&2 Performance Report, attached at **Appendix 1**, covering the period from 1 April to 30 September 2024.

4. BACKGROUND

- 4.1 Scrutiny & Committee has the remit *"To review the governance and assurance arrangements for significant partnerships or collaborations including IJB, ANGUSalive, Tayside Contracts."*
- 4.2 A report was submitted to Committee on 3 December 2024 (Report No. 360/24 refers) asking Committee to review and note the ANGUSalive Annual Performance Report for 2023/24, which provided information for the year from 1 April 2023 to 31 March 2024. Committee was advised that whilst key performance information is regularly submitted to the ANGUSalive Board, a Performance Reporting Framework had been developed to provide structure to reporting arrangements for the key performance areas relating to ANGUSalive. Key Performance Indicators (KPIs) had been developed and a single source of performance data developed to enable self-service reporting and analytics.
- 4.3 The Data Project and KPI development have allowed ANGUSalive to produce a new format of performance report, covering all aspects of ANGUSalive performance. This replaces the previously submitted service and corporate performance reports. Committee was also advised that, going forward, quarterly reports would be submitted to the ANGUSalive Board, and would then be brought to Scrutiny & Audit Committee on a six-monthly basis, ensuring that information brought to Committee is as up-to-date as possible.
- 4.4 The report before Committee today covers the period from 1 April to 30 September 2024 and was considered by the ANGUSalive Board on 13 December 2024. It is intended that a report covering the period from 1 October 2024 to 31 March 2025 (Quarters 3 and 4) will be considered by the ANGUSalive Board on 27 June 2025, and then brought to the next Scrutiny & Audit Committee thereafter.

5. CURRENT POSITION

5.1 ANGUSalve's 2024/25 Q1&2 Performance Report is attached at Appendix 1. The report provides high level information on how priorities and actions are being achieved, including key highlights of service activity including: -

- (i) how the five service areas are performing against their key performance indicators (KPIs); and
- (ii) how the organisation is performing in terms of customer satisfaction; safety; health and wellbeing; information governance; and marketing and communications.

KPIs continue to be developed and refined particularly for cross-service data. Work is in progress for information on human resources, health & wellbeing, volunteering, disability & inclusion and holiday activities.

6. PROPOSALS

6.1 Members are asked to review and note the ANGUSalve 2024/25 Q1&2 Performance Report, attached at Appendix 1.

7. FINANCIAL IMPLICATIONS

7.1 There are no financial implications arising directly from this report.

8. RISK MANAGEMENT

8.1 There are no direct implications for the Corporate Risk Register arising from the recommendations of this report.

9. ENVIRONMENTAL IMPLICATIONS

9.1 There are no direct environmental implications arising from the recommendations of this report.

10. EQUALITY IMPACT ASSESSMENT, HUMAN RIGHTS AND FAIRER SCOTLAND DUTY

10.1 A screening assessment has been undertaken and a full Equality Impact Assessment is not required for the following reason(s): - report is technical in nature.

11. CHILDREN'S RIGHTS AND WELLBEING IMPACT ASSESSMENT

A Children's Rights and Wellbeing Impact Assessment has been undertaken and a full assessment is not required as the "General Principles" do not apply to this proposal.

NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

REPORT AUTHOR: Alison Watson, Acting Director of Legal, Governance and Change.

EMAIL DETAILS: LEGDEM@angus.gov.uk

List of Appendices:

Appendix 1 ANGUSalve 2024/25 Q1&2 Performance Report