

PERFORMANCE MONITORING FOR THE SECOND QUARTER OF 2021/22

REPORT OF: HEAD OF CORPORATE RESOURCES
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Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Finance and Performance
10th November 2021

Purpose of Report

1. This report provides the Scrutiny Committee for Leader, Finance and Performance with information about the Council's performance for the second quarter of 2021/22 from July to September 2021.

Summary

2. Performance during the second quarter of 2021/22 has been good overall, with most services performing at or close to target. This is in the context of the continuing challenges to the delivery of Council services arising from the pandemic. In the small number of cases where service targets are not being fully met, the reasons for this are clearly understood and appropriate action is being taken.

Recommendations

3. **The Committee is recommended to:**
 - (i) **Note the Council's performance in the second quarter of the year and identify any areas where further reporting or information is required;**
 - (ii) **Advise the Cabinet of any issues that the Committee considers should be given particular consideration at the Cabinet meeting on 29th November 2021.**
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4. Introduction

5. One of the functions of the Committee is to regularly monitor the performance of the Council's services, with a view to determining whether any additional scrutiny is required of specific services, particularly if performance is not of a satisfactory level. This report sets out performance in the second quarter of 2021/22 covering the period from 1st July to 30th September 2021.
6. Performance indicator information for the first quarter is provided at Appendix A. This is set out in tabular form using a traffic light system as explained below:



green – OK. On or exceeding target.



amber – Alert. Off target but under control with mitigation measures in place or is temporary and the target is still deliverable.



red – Warning. Off target and fundamental change or immediate action is required or that the target is no longer viable.



health check – data only with no target.

Performance Indicators

7. Performance continues to be good across the Council, with a small number of exceptions. The first quarter position in comparison with the same period in the previous financial year is summarised below:

| Quarter 2 |  Green |  Amber |  Red |  Health check | Total |
|-----------|---|---|---|--|-------|
| 2021/22 | 28 (76%) | 6 (16%) | 3 (8%) | 24 | 61 |
| 2020/21 | 36 (84%) | 4 (9%) | 3 (7%) | 22 | 65 |

8. This level of performance is particularly noteworthy given the continuing challenges in quarter 2 arising from the pandemic in the delivery of Council services and in contributing to the District's recovery. Although the majority of Covid restrictions were lifted on 19th July, there are still changes to working arrangements required to allow Council staff and contractors to carry out their roles safely and in line with guidance.
9. Some parts of the Council continue to have to deliver additional Covid related responsibilities, while providing their "business as usual" services. These include Revenues and Benefits in administering grants to local businesses; the Economic Development team continuing to roll out the government's reopening High Streets and now the Welcome Back funding; Environmental Health involvement in advising businesses on Covid precautions; and Housing with continued additional responsibilities for providing temporary accommodation.

Conclusions

10. The Council's services continued to perform well in the second quarter of 2021/22, despite the continuing challenges arising from the pandemic. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered.

Risk Management Implications

11. There are no risk management implications associated with this report.

Equalities Implications

12. There are no direct equality implications contained within this report. Equality impact assessments are undertaken within individual services as required.

Sustainability Implications

13. The suite of performance indicators monitored by the Scrutiny Committee contains sustainability-based indicators.

Financial Implications

14. There are no direct financial implications contained within this report.

Background papers

None.