

PERFORMANCE MONITORING FOR THE THIRD 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
22nd March 2022

Purpose of Report

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

Summary

2. Performance during the third 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 third 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 9th May 2022.**
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Introduction

4. 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 third quarter of 2021/22 covering the period from 1st October to 31st December 2021.
5. Performance indicator information for the third 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

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

Quarter 3	 Green	 Amber	 Red	 Health check	Total
2021/22	31 (76%)	6 (15%)	4 (10%)	24	65
2020/21	34 (77%)	4 (9%)	6 (14%)	22	66

7. This level of performance is particularly noteworthy given the continuing challenges in quarter 3 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. Restrictions were put in place under the Plan B response to the Omicron variant between 8th December and 27th January.
8. Some parts of the Council continue to have to deliver additional Covid related responsibilities, while providing their "business as usual" services, particularly for Environmental Health, Revenues and Benefits and Housing. Environmental Health has continued to achieve their normal services throughout the pandemic. This is despite their additional workloads in advising businesses and inspecting compliance as and when Covid restrictions are applied.
9. Revenues and Benefits continued to have a high volume of work in administering Test and Trace Support and Exceptional Hardship payments and providing Covid related grants to local businesses. These include a new COVID-19 Additional Relief Fund to administer, which is available to support those businesses affected by the pandemic but that are ineligible for existing assistance linked to business rates. They will also be responsible for implementing the £150 rebate for 2022/23 Council Tax bills for those in Bands A – D announced as one of the measures to protect from rising energy costs.
10. The pandemic continues to have a significant impact on the number of households seeking help from the Council's Housing Services and the support required to be provided to rough sleepers in the District. This has also led to an increase in the number of households in temporary accommodation.

Conclusions

11. The Council's services performed well in the third 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 implemented.

Risk Management Implications

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

Equalities Implications

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

Sustainability Implications

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

Financial Implications

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

Background papers

None.