

PERFORMANCE MONITORING FOR THE FIRST QUARTER OF 2022/23

REPORT OF: INTERIM HEAD OF CORPORATE RESOURCES
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Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Service
21st September 2022

Purpose of Report

1. This report provides the Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Services with information about the Council's performance for the first quarter of 2022/23 from April to June 2022.

Summary

2. Performance during the first quarter of 2022/23 has been good overall, with most services performing at or close to target. 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 first 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 17th October 2022.**
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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 first quarter of 2022/23 covering the period from 1st April to 30th June 2022.
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.

7. The appendix sets out the bundle of performance indicators that the Scrutiny Committee monitors and reflects the minor changes agreed at the meeting of the Committee on 18th May 2022. These included new indicators for fly tipping, electric vehicle charging and numbers on the Housing Register.

Performance Indicators

8. 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 1	 Green	 Amber	 Red	 Health check	Total
2022/23	28 (70%)	9 (23%)	3 (8%)	26	66
2021/22	27 (71%)	9 (24%)	2 (5%)	24	62

9. Notable achievements in quarter 1 have included reductions in the use of temporary accommodation and the number of households in nightly paid accommodation. This is a result of improved ways of working to help homeless households in temporary accommodation to move on to long term settled accommodation.
10. The Revenues and Benefits service has been affected by the additional responsibilities associated with the payment of Energy Rebates, while continuing to deliver their day-to-day services. Additional resources have been allocated to assist with the associated telephone enquiries and to administer the energy rebates.

Conclusions

11. The Council's services continued to perform well in the first quarter of 2022/23. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered.

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.