

PERFORMANCE MONITORING FOR THE THIRD QUARTER OF 2022/23

REPORT OF: DIRECTOR OF RESOURCES AND ORGANISATIONAL DEVELOPMENT
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Wards Affected: All
Key Decision: No
Report to: Scrutiny Committee for Leader, Deputy Leader and Housing and Customer Service
8th March 2023

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 third quarter of 2022/23 from October to December 2022.

Summary

2. Performance monitoring data for the third quarter of 2022/23 shows the Council performing well in most service areas. 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. (Given the timings of the meetings, any comments made at this meeting will be reported verbally to Cabinet at its meeting on 13th March 2023).**
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Background

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 2022/23 covering the period from 1st October to 31st December 2022.
5. Performance indicator information for the second 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.

6. 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

7. Performance continues to be good across the Council. 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
2022/23	28 (68%)	7 (17%)	6 (15%)	26	67
2021/22	31 (76%)	6 (15%)	4 (10%)	24	65

8. Members will note the positive performance in all key service areas. For instance, recent surveys show the Council is doing well in keeping our streets clean and free of litter. The 1-2-3 collection trial has continued for around 3,000 properties and is achieving a very positive recycling rate of 65% overall.
9. Particular areas of strong performance in the quarter include Housing Options where reductions have been achieved in the overall numbers in temporary accommodation and the use of nightly paid accommodation. For Customer Services, there has also been a reduction in the number of complaints.
10. Some service areas have experienced challenges in the last quarter, which are being addressed:
- Waste service performance was temporarily affected by the snow prior to Christmas, which saw nearly two weeks of disruption to waste and recycling collections.
 - The Revenues and Benefits speed in processing claims continues to be challenged by the additional responsibilities associated with the payment of Energy Rebates and the administration of grant schemes. Accuracy in assessment remains very high.

Conclusions

11. The Council's services continued to perform well in the third 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.

Appendices

- Appendix A - Quarter 3 Performance Indicators

Background papers

None.