

## PERFORMANCE MONITORING FOR THE SECOND QUARTER OF 2019/20

REPORT OF: HEAD OF CORPORATE RESOURCES  
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Wards Affected: All  
Key Decision: No  
Report to: Cabinet  
13<sup>th</sup> January 2020

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### Purpose of Report

1. This report provides the Cabinet with information about the Council's performance for the second quarter of 2019/20 from July to September 2019. It uses the performance indicators previously agreed by the Committee on 12<sup>th</sup> March 2019. The report also updates on progress on delivery of the Council's currently identified flagship activities.

### Summary

2. Performance in the second quarter of 2019/20 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. **Cabinet is recommended to note the Council's performance and progress with flagship activities in the second quarter of the year and identify any areas where further reporting or information is required.**
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### Introduction

4. This report has previously been considered by the Scrutiny Committee for Leader, Finance and Performance on 20<sup>th</sup> November 2019. Issues raised by the Committee are summarised in paragraphs 10 to 13.
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.
6. 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:



red – 10 percent or more off target



amber – slightly off target (less than 10 percent)






green – on or exceeding target







health check - indicator for information only

7. The Committee also has responsibility for monitoring progress with the flagship activities identified in the Corporate Plan for 2019/20. This again is set out in tabular form using a traffic light system as follows:

-  Green – project is on track
-  Amber – the project is off target and requires action to address this
-  Red – the project is off target and unlikely to deliver as planned, which will require a change in the project's scope.

### Performance Indicators

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

Quarter 2	 Green	 Amber	 Red	 Health check	Total
2019/20	40 (74%)	7 (13%)	7 (13%)	14	68
2018/19	32 (78%)	9 (22%)	0	15	56

### Flagship Activities

9. At the end of the second quarter, 17 Activities were rated at green, 4 at amber and none at red. For activities shown as amber in the report, senior officers have reviewed and agreed actions to ensure that outcomes will be delivered as proposed.

### Consideration of the Performance Report by the Scrutiny Committee for Leader, Finance and Performance at its meeting on 20<sup>th</sup> November 2019

10. The performance of the Revenues and Benefits service was discussed and the implications of the proposed new Banded Income Council Tax Support Scheme. It was confirmed that the new scheme would reduce the number and complexity of changes of circumstances, which is likely to improve processing times.
11. The Committee asked about the prosperity of the District's shopping centres and progress with plans for improvement to the Orchards. The Leader confirmed that a report had been submitted to the last meeting of Cabinet to consider options for the regeneration of the Orchards Shopping Centre.
12. Progress with the provision of electric vehicle charging points in the District was discussed and concerns about the non-operation of the existing points in Burgess Hill. It was noted that this was down to UK Power Networks to resolve.

13. Members asked about progress with improving the percentage of household waste sent for reuse, recycling and composting. The Leader updated on progress with the food waste pilot and arrangements being finalised with West Sussex County Council. Contamination rates in recycling collections were discussed and the measures taken to address this. This had implications for recycling rates and the amount of waste going to landfill.

### **Conclusions**

14. The Council's services continued to perform well in the second quarter of 2019/20. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered. Good progress has also been made with the flagship activities for 2019/20.

### **Risk Management Implications**

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

### **Equalities Implications**

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

### **Financial Implications**

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

### **Background papers**

None.