

## SOUTH HOLLAND DISTRICT COUNCIL

**Report of:** Councillor Tracey Carter – Portfolio Holder for Governance and Customer

**To:** Performance Monitoring Panel 11<sup>th</sup> September 2019  
Cabinet 29<sup>th</sup> October 2019

**Author:** Ross Bangs – Corporate Innovation, Change and Performance Manager

**Subject:** Performance Overview Report – Quarter 1 2019/20

**Purpose:** To provide an update on how the Council is performing for the period 1<sup>st</sup> April 2019 to 30 June 2019

### Recommendation(s):

- 1) To note the content of the report

### 1.0 Foreword

Members will note a revised Performance Monitoring Report, (Appendix A). The report has been revised to provide better detail and more context on how the Council is performing and how performance and service delivery links into the councils key corporate priorities. The re-design of this report is also driven by the councils business intelligence agenda to ensure that we are using the data and information we hold to drive service delivery and key decisions. To tie in with this strategy this report also includes supporting intelligence and data such as comparisons against other like Councils where possible as well as the addition of forecasted performance, which is informed by trend and business intelligence analysis. It is worth highlighting at this point that the key measures and the information that features on them from previous reports remain unchanged from last year after review however this report will feature more data only measures and information to re-enforce the points raised above.

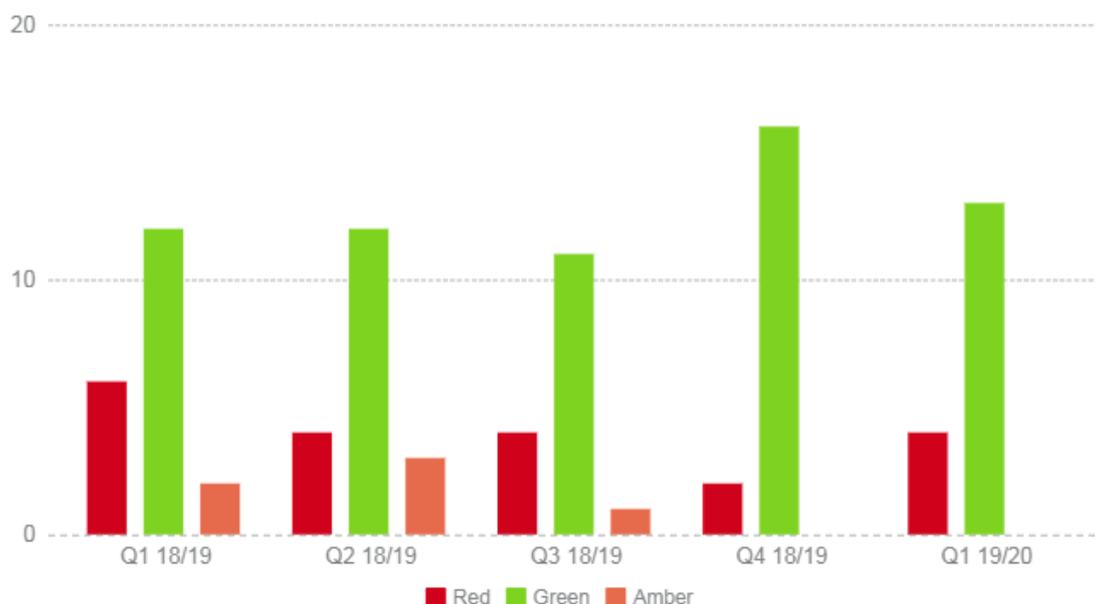
### 2.0 Background

The Quarter 1 2019-20 Performance Report detailed in Appendix A aims to provide Members, businesses and residents with an overview of how the Council is performing against a number of key strategic indicators. These indicators include the delivery of frontline services, financial performance and progress made towards achieving the overarching aims and objectives of the Council as set out in the Corporate Plan.

In addition the covering report will highlight areas of improved and high performance and also where performance is challenging. Where this is the case the report will summarise what officers are doing to address this.

### 3.0 Key Performance Indicators

- 3.1 Performance is reported using the RAG system with green demonstrating where an indicator is on or above target, amber where the indicator is below target but showing an upward trend and red where an indicator is significantly below target.



Of the 17 measurable indicators the below table shows a slight decline in performance across the Council when compared with Quarter 4 18/19.

Indicator	Quarter 1 19/20	Quarter 4 18/19
Red	4 (23%)	2 (11%)
Amber	0 (6%)	0
Green	13 (76%)	16 (89%)

## 1.2 Areas of Success

The measures relating to our employee workforce continue to perform strongly. Indeed the number of officer days lost through sickness is the lowest of all East Midlands Council's with an average of just over one working day lost per FTE colleague for Quarter 1. In addition performance relating to staff turnover is extremely positive with no officers leaving the Council within this period compared with 8 for the same quarter 12 months ago.

Performance relating to the number of Freedom of Information Requests and Complaints being responded to within timescale continues to perform strongly with 96% of all FOIs being responded to within 20 working days and 92% of complaints being responded to within 15 working days. By comparison for quarter 1 12 months ago only 56% of FOIs and 71% of complaints were responded to within timescale. In addition the overall number of complaints being received by the council also continues to reduce with only 20 complaints being received for this 3 month period, a reduction of 40% when compared with the same period 12 months ago. Key reasons for the reduction in complaints we are seeing is that the Statutory information and complaints

officer is now working with complainants where possible to understand and define if they are raising a service issue or a formal complaint, the team have also worked to better define what a formal complaint is vs a service issue. This demonstrates a better outcome for residents and shows positive engagement as in certain instances raising a service issue will sometimes grant a more appropriate resolution than going via the formal corporate complaints process. The SIO will also look to filter out what is a formal complaint as per the corporate complaints policy and what has perhaps been logged wrongly as a service issue.

Performance within the Council's customer contact centre is very positive with just under 95% of the 20,276 calls being received within this period being answered against a target of 91%. In addition there has been a reduction in the time taken for a call to be answered with an average wait time of 86 seconds, down from 131 seconds when compared with the same period 12 months ago.

The Council's on-line social media engagement also continues to perform strongly with Q1 delivering in excess of 45,000 individual interactions up from 25,000 in Q4 18/19. This shift in how our residents wish to engage with the Council further reinforces the Council's commitment to invest in advanced digital services as set out in the recently approved Digital and Customer access strategies.

### **3.3 Areas for Improvement**

The indicator, which measures the number of grants delivered via Grants4Growth, is below target for Q1 with 6 grants being awarded against a target of 12. With this said Grants4growth has successfully completed phase one of what has now become a 6 year project having had the contract extended for a further 3 years. Thus far, the project is delivering on time and on budget. The total outputs contracted for the 6 years are 330 business to be assisted and given grants, the Council has limited influence over how many applications are submitted within any given period however a dip in numbers can be attributed to holiday season, inclement weather, or, as reported by the Chambers Quarterly business briefing, uncertainty around the economic climate. Equally, we may see an increase in some months as a business might gear up for a Christmas rush for example

There were no previously empty properties brought back into use in Q1 against a target of 25. With this said, this measure will fluctuate significantly as this data is informed by the number of council tax receipts received by the Council. Whilst the Council continues to support property owners to bring their properties back into use by offering loans for renovations, advice on how to sell or rent properties and where necessary has a range of powers to enforce an owner to return a property to a habitable standard. The housing team have recently reviewed the website and dedicated e-mail address for owners of empty properties to seek Local Authority support and guidance have been refreshed following recommendations from Policy Development Panel. It is important to note a seasonal trend in this figure and this report would like members to note that this measure will be reviewed in order to ensure it is being shown in the appropriate format as an accumulated figure at Q3/4 of each reporting year.

During Q1 April saw significant down days in Flyswat resulting in a monthly average of our fly tip collection respond times or around 8 days, this has brought the overall

quarter above the target response times we aim for. Whilst the response days have since improved and the current figures for Q2 are showing this measure back on target. To provide context on the down days we have seen in April, Location reporting can often result in a delay in reaching the fly-tip, this is something the service is looking to refine where possible but can often cause an issue in pinpointing the reported fly-tip. Flyswat is the initiative we use for our fly-tipping enforcement which focuses on the use of prisoners to collect fly tipping, so down days means days will sometimes occur where Flyswat have not had the right category of prisoner available or support to enable them go out. Unfortunately, we as a council are quite limited to what we can do to resolve this in regards to prisoner availability and suitability and if we continue to be part of the scheme then this will continue to be a potential issue in our response times. With that being said this is something we are monitoring and continuously are looking to ensure this is still the best option for us.

#### **4.0 Recommendation**

4.1 That the contents of the report be noted

#### **5.0 EXPECTED BENEFITS**

5.1 The Council's performance is properly scrutinised.

#### **6.0 IMPLICATIONS**

##### **6.1 Constitution & Legal**

The report is made within the terms of reference of the Performance Monitoring Panel.

##### **6.2 Corporate Priorities**

The report presents progress monitoring of performance of the corporate priorities.

##### **6.3 Financial**

The report contains information on Council's performance which does convey some information relating to financial matters.

##### **6.4 Reputation**

Performance issues can cause some reputational consequence. It is the purpose of this report to highlight performance issues at an early stage.

##### **6.5 Risk Management**

Performance issues may be subject to risk management measures to protect Council interests.

## 6.6 Staffing

The report contains information relating to staffing issues.

## 7.0 WARDS/COMMUNITIES AFFECTED

7.1 No Wards or Communities are affected

## 8.0 ACRONYMS

PMP – Performance Monitoring Panel  
LA – Local Authority

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Background papers:- [See The Committee Report Guide](#)

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### Lead Contact Officer

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### Director / Officer who will be attending the Meeting

Name and Post: Corey Gooch – Senior Change, Innovation and  
Performance Business Partner

**Key Decision:** No

**Exempt Decision:** No

### Appendices attached to this report:

Appendix A Quarter 1 Performance Report  
Appendix B New Performance Report Guidance