

SOUTH HOLLAND DISTRICT COUNCIL

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

To: Performance Monitoring Panel – Tuesday 12 November 2019
Cabinet – Tuesday 3 December 2019

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

Subject: Performance Overview Report – Quarter 2 2019/20

Purpose: To provide an update on how the Council is performing for the period 1st July 2019 – 30th September 2019

Recommendation(s):

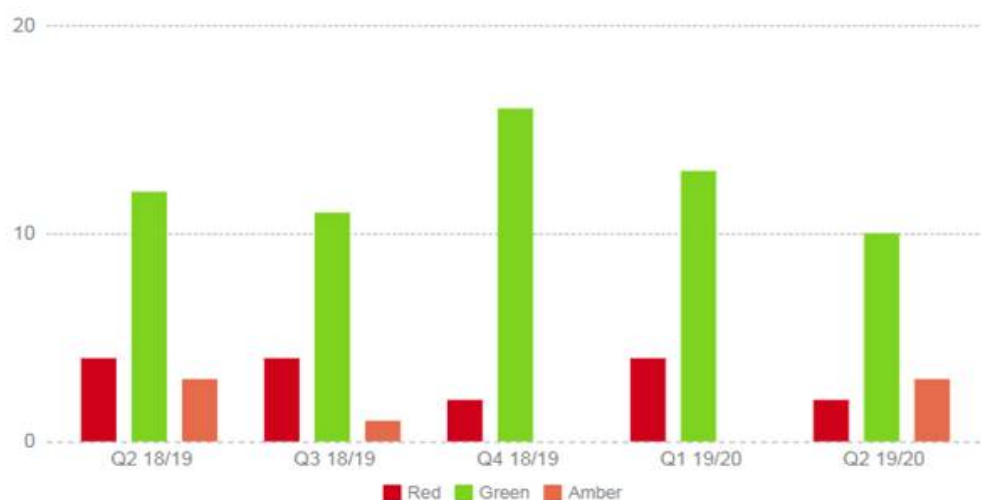
- 1) To note the content of the report

1.0 Background

The Quarter 2 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.

2.0 Key Performance Indicators



- 2.1 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 15 measurable indicators the below table shows an improvement in performance across the Council when compared with Quarter 1 19/20.

Indicator	Quarter 2 19/20	Quarter 1 19/20
	2 (13.33%)	4 (26.66%)
	3 (20%)	0 (6%)
	10 (66.67%)	11 (73.33%)

3.0 Areas of Success

The average re-let time for Q2 was 20 days based on a total of 61 lets. This is a significant increase when compared with the same period 12 months ago where the average was 35 days.

Performance relating to the time taken to respond to customer feedback continues to perform strongly with 97% of all FOIs being responded to within 20 working days and 97% of complaints being responded to within 15 working days a significant increase when compared to the same period 12 months ago.

Performance within the Council's customer contact centre is very positive with just under 93% of the 20,741 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 85 seconds, down from 130 seconds when compared with the same period 12 months ago.

There has been a decrease in the number of reported flytips within the District for Q2 with 164 a decrease of 42 when compared with the same period 12 months ago. In addition there has been a decrease in the amount of time taken to remove a flytip for this period, with an average response time of 5.3 days.

3.1 Areas for Improvement

There was a total of 465 missed waste collections in quarter 2 equating to 46 per every 100,000 scheduled collections which further equates to 0.05%. The average time to remedy a reported missed collection was less than one day demonstrating an excellent service to residents. The team are currently working alongside CIP and digital to enable reports of missed collections to notify the crews directly therefore providing a greater level of response. This technology will also record where refuse has not been presented at roadside therefore allowing the Council to screen what is a true missed collection.

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

Background papers:- None

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Director / Officer who will be attending the Meeting

Name and Post: Ross Bangs – Corporate Innovation, Change and Performance Manager

Key Decision: No

Exempt Decision: No

Appendices attached to this report:

Appendix A Quarter 2 Performance Report