

SOUTH HOLLAND DISTRICT COUNCIL

Report of: Portfolio Holder for Corporate and Communications

To: Cabinet, 26th October 2021

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Subject Q4 Performance Report 20/21

Purpose: To provide an update on how the Council is performing for the period 1st January 2021 to 31st March 2021

Recommendation(s):

- 1) That Cabinet note the contents of the report

1.0 BACKGROUND

- 1.1 The report seeks to provide Cabinet with an overview of a number of key performance indicators for the council. The report concerns the period of Quarter 4 2020-21 (January 2021 until March 2021).
- 1.2 The Quarter 4 2020-21 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 in an ongoing COVID-19 pandemic. The reported indicators will provide an indication of performance and business intelligence as compared to the previous year to highlight how key services have performed whilst the organisation has continued to respond to the challenges and pressures that the pandemic has presented to both the organisation and the district as a whole.
- 1.3 As highlighted previously, members will note that the report does not contain a suite of performance indicators to the same scale and breadth as presented to the cabinet in previous years. This is because, in many cases, the focus of many council services and their attendant resources has shifted away from pre-March 2020 'business as usual activity' and are instead now focused on a different range of areas directly aligned to supporting the council with its pandemic response.
- 1.4 Consequently, the report seeks to provide a summary of performance in key areas which reflect the current performance of the council in a number of critical areas, whilst the organisation remains focused on supporting its communities, residents and local business in extra-ordinary times. The narrative within the report seeks to provide supplementary commentary to support the data.

2.0 **KEY PERFORMANCE AND BUSINESS INTELLIGENCE INDICATORS**

- 2.1 The Council continues to adapt to how it has delivered its services since the start of the Covid-19 Pandemic both in terms of moving towards a more agile and remote based way of working, as well as responding to those most in need whether it be vulnerability or local businesses within the economy.
- 2.2 Q4 saw one of the highest volume of calls into the service since Q2 2018, with 22,017 calls for the quarter. Despite a predicted spike in calls due to elections, the customer contact team has achieved an answer rate of just over 90%, improving on last year's Q4 rate of 87.4%. Additionally call duration in has increased by 60 seconds compared to the same period in 2020 (4 min 41 secs). These rises in volumes and call durations are linked to the easing of lockdown restrictions as they affect residents. Furthermore, following the budget and plans from the Government for the "Roadmap out of Lockdown", the customer service team have been actively supporting and signposting customers whilst continuing to focus on providing digital solutions in addition to traditional contact channels. Our customers are continuing to use email/web forms as a key form of contact, this quarter we saw a 56% increase (3486 emails) compared to the same period in 2020 (1402 emails). Emails are prioritised daily to maintain this positive change in customer habits and we have seen an 89% increase in 2020-21, receiving 12497 emails compared to the 2019-20 (6601).
- 2.3 With regards to communication with residents, Comparison between Q3 20/21 and Q4 20/21 does show a reduction in both social media and website activity in this time. This has been reflective since the peak of COVID messaging back in Q1 20/21 and is a nationwide trend as audiences begin to experience fatigue with transactional, ongoing coronavirus messaging, whilst there is also a notable reduction in new COVID-based opportunities or messaging to share with residents and businesses compared to previous quarters.
- 2.4 During the month of February and early March we suffered from the severely bad weather with snow and ice, during the period the temperature was significantly low which had an effect with ice being around for a longer period of time up to 2/3 weeks and this increased the amount of missed collections due to the crews only being able to access certain roads. As a result Q4 has seen an increase into the number of missed waste collections, however when considering 61 per 100,000 missed collections equating to 623 in total for the quarter against just under 1 million total collections throughout the district (999,144 successful collections) in Q4 this number is minimal.
- 2.5 In terms of economy and employment, as of February 2021 when the latest DWP figures were published we have seen a drop of 3,258 residents in the district on Universal credit, it is felt these changes reflect the increase in demand over the Christmas period for staff in both the food and flower sectors who hit their main peaks at this time.
- 2.6 The attached Appendix A, includes further data around housing, housing development, public protection, tax and benefits as well as community related indicators with supporting supplementary commentary alongside.

3.0 **REASONS FOR RECOMMENDATION(S)**

- 3.1 That the contents of this report be noted

4.0 **EXPECTED BENEFITS**

4.1 That the council's performance is properly scrutinised

5.0 **IMPLICATIONS**

In preparing this report, the report author has considered the likely implications of the decision - particularly in terms of Carbon Footprint / Environmental Issues; Constitutional & Legal; Contracts; Corporate Priorities; Crime & Disorder; Data Protection; Equality & Diversity/Human Rights; Financial; Health & Wellbeing; Reputation; Risk Management; Safeguarding; Staffing; Stakeholders/Consultation/Timescales; Transformation Programme; Other. Where the report author considers that there may be implications under one or more of these headings, these are identified below.

5.1 **Constitutional & Legal**

5.1.1 The report is made within the terms of reference of Cabinet.

5.2 **Crime and Disorder**

5.2.1 The report contains indicators which does convey some information relating to crime and disorder.

5.3 **Financial**

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

5.4 **Health & Wellbeing**

5.4.1 The report contains information on Council's performance which does convey some information relating to health and wellbeing.

5.5 **Reputation**

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

5.6 **Risk Management**

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

5.7 **Staffing**

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

5.8 **Corporate Priorities**

5.8.1 The report presents progress monitoring of key performance indicators from the corporate

priorities which highlight the areas of focus in the new BAU Covid era.

6.0 **WARDS/COMMUNITIES AFFECTED**

6.1 No Wards or Communities are affected.

7.0 **ACRONYMS**

7.1 PSPS – Public Sector Partnerships Ltd
LCC – Lincolnshire County Council
CTS – Council Tax Support
ICO – Information Commissioner’s Office
LGO - Local Government & Social Care Ombudsman

Background papers:-

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Appendices attached to this report:

Appendix A	Q4 20/21 Performance and Business Intelligence Data
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