

SOUTH HOLLAND DISTRICT COUNCIL

Report of: Assistant Director – Corporate and Portfolio Holder Corporate and Communications, Cllr Jim Astill

To: Performance Monitoring Panel – 9 November 2021
Cabinet – 14 December 2021

(Author: Corey Gooch, Senior Change, Improvement and Performance Business Partner

Subject Q2 Performance Report 21/22

Purpose: To provide an update on how the Council is performing for the period 1 July 2021 to 30 September 2021

Recommendation:

That the Performance Monitoring Panel note the contents of the report.

1.0 BACKGROUND

- 1.1 The report seeks to provide Performance Monitoring Panel with an overview of a number of key performance indicators for the council. The report concerns the period of Quarter 2 2021-22 (July 2021 until September 2021).
- 1.2 The Quarter 2 2021-22 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 Members will note a slightly revised layout of the report, however there are no key changes to content or information provided, there is only the addition of trend charts for each metric to provide a visual aid
- 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 POINTS

- 2.1 Appendix A details certain areas of underperformance within the customer contact centre team, a key metrics being % of calls answered which has continued to fall into Q2 and now sits at 79%. For comparison there were 22,343 calls received in Quarter 2 of this year

compared to 19,535 for Q2 last year. Call duration and the average time to answer calls also increased during this period and is document within appendix A of this report. The team continue to see resourcing challenges through exceptionally high levels of attrition and have instigated a short-term recovery plan through targeted recruitment, focused available resourcing hours on the phone, additionally the team have refreshed a targeted approach to their training strategy. Improvements are starting to be seen, through this approach, seeing average speed of answer reduce during recent weeks. Activities such as recruitment and training to the multiple vacancies should also result in improved performance and the Head of Customer Contact will be in attendance at the meeting to discuss and take any questions on this area.

- 2.2 Time to respond to FOIs and Complaints has improved, both of these areas are performing at the highest levels in the last 4 quarters and are sitting just over 90%, this is as a result of positive work from the FOI officer and a result of revised processes such as effective triaging of items before they are logged in the feedback management system, saving time spent by services and reducing repeated requests.
- 2.3 Despite high levels of fly-tipping across the national picture we have seen the number of working days to collect fly-tips reduce to just over 3 days on average, this is positive to note and the best we have seen this figure for which the target sits at 5 days or less.

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 the Performance Monitoring Panel.

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**

PSPS – Public Sector Partnerships Ltd

LCC – Lincolnshire County Council

CTS – Council Tax Support

ICO – Information Commissioner's Office

LGO – Local Government and Social Care Ombudsman

Background papers:-

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Appendices attached to this report:

Appendix A Q2 21/22 Performance Report