



REPORT TO:	Cabinet
DATE:	Wednesday 26th April 2022
SUBJECT:	Q3 Performance Report 21/22
PURPOSE:	To provide an update on how the Council is performing for the period 1st October 2021 to 31st December 2021
KEY DECISION:	<i>N/A</i>
PORTFOLIO HOLDER:	Portfolio Holder Corporate & Communications, Cllr Jim Astill
REPORT OF:	James Gilbert, Assistant Director - Corporate
REPORT AUTHOR:	Corey Gooch, Senior Change, Improvement and Performance Business Partner
WARD(S) AFFECTED:	<i>N/A</i>
EXEMPT REPORT?	<i>NO</i>

SUMMARY

The Quarter 3 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. 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 to both the organisation and the district as a whole

RECOMMENDATIONS

That the contents of this report be noted

REASONS FOR RECOMMENDATIONS

To ensure council performance is properly scrutinised

OTHER OPTIONS CONSIDERED

Do Nothing

1. BACKGROUND

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 3 2021-22 (October 2021 until December 2021).

The Quarter 3 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. 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 to both the organisation and the district as a whole.

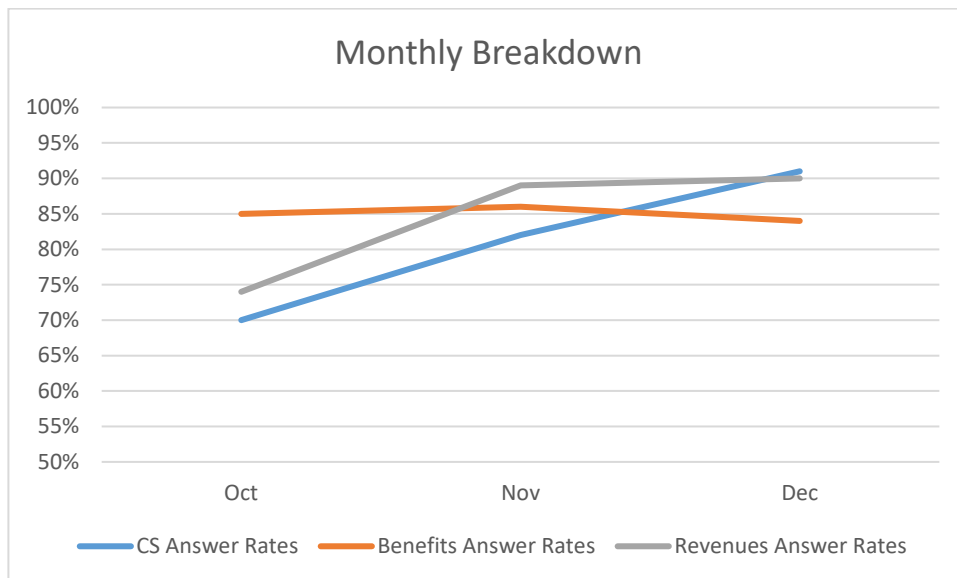
Consequently, the report seeks to provide a summary of performance in key areas which reflect the current performance of the council in a number of critical areas, whilst the organisation remains focused on supporting its communities, residents and local business in extra-ordinary times. The narrative within the report seeks to provide supplementary commentary to support the data.

2. REPORT

2.1 KEY PERFORMANCE AND BUSINESS INTELLIGENCE POINTS

Appendix A details performance remains below target within the customer contact centre team, a key metric being % of calls answered which has remained significantly below target and is at 79%. Whilst speed to answer increased by an average of 56 seconds from November to December, call duration increased slightly. For comparison there were 17,946 calls received in Quarter 3 of this year compared to 19,498 for Q3 last year. The team continue to follow 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. The team have highlighted improvements are expected in the coming months however as per the actions raised from the Q2 presentation to the performance monitoring panel, the Head of Customer Contact will be in attendance at the next Performance Monitoring Panel (Q4) to provide a detailed update and answer any questions.

The below table details a month by month breakdown of answer rates between customer services, Revenues and Benefits, showing that whilst overall performance sits below target, performance has increased over the period and will continue to be monitored closely to ensure this figure improves further.



A positive area of performance to highlight in this report will be around the Grants4Growth service delivery, Quarter three saw a significant up lift in Grants awarded to businesses due in part to the fact that Grants4Growth is one of only a small number of capital grant programs still operating within the county and the fact that there has been a marked increase in planned investment by businesses as Covid restrictions lift.

3. CONCLUSION

3.1 62% of the Council's performance metrics present a positive position against targets. Customer Contact remains an area where performance is below target, although we are seeing service improvements, and it is suggested that Performance Monitoring Panel and Cabinet continues to monitor the metrics related to this service closely.

4. EXPECTED BENEFITS TO THE PARTNERSHIP

4.1 N/a

5. IMPLICATIONS

5.1 SOUTH AND EAST LINCOLNSHIRE COUNCIL'S PARTNERSHIP

N/a

5.2 CORPORATE PRIORITIES

The report presents progress monitoring of key performance indicators from the corporate priorities which highlight the areas of focus in council delivery of services.

5.3 STAFFING

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

5.4 CONSTITUTIONAL AND LEGAL IMPLICATIONS

None

5.5 DATA PROTECTION

None

5.6 FINANCIAL

None

5.7 RISK MANAGEMENT

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

5.8 STAKEHOLDER / CONSULTATION / TIMESCALES

N/a

5.9 REPUTATION

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

5.10 CONTRACTS

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

5.11 CRIME AND DISORDER

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

5.12 EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None

5.13 HEALTH AND WELL BEING

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

5.14 CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

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

6. ACRONYMS

6.1 PSPS – Public Sector Partnerships Ltd

LCC – Lincolnshire County Council

CTS – Council Tax Support

ICO – Information Commissioner's Office

LGO - Local Government & Social Care Ombudsman

APPENDICES

Appendices are listed below and attached to the back of the report: -

APPENDIX A*Q3 SHDC Performance report 21-22***BACKGROUND PAPERS**

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report

CHRONOLOGICAL HISTORY OF THIS REPORT

Name of body	Date
Q2 Performance Report 21/22	<i>9th November 2021</i>
Q1 Performance Report 21/22	<i>8th September 2021</i>

REPORT APPROVAL

Report author:	Corey Gooch - Senior Change, Improvement and Performance Business Partner
Signed off by:	James Gilbert - Assistant Director - Corporate
Approved for publication:	Councillor Jim Astill – Portfolio Holder (Corporate and Communications)