



REPORT TO:	Performance Monitoring Panel
DATE:	Wednesday 15 th June 2022
SUBJECT:	Q4 Performance Report 21/22
PURPOSE:	To provide an update on how the Council is performing for the period 1st January 2022 to 31st March 2022
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 4 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 Performance Monitoring Panel with an overview of a number of key performance indicators for the council. The report concerns the period of Quarter 4 2021-22 (1st January 2022 to 31st March 2022).

The Quarter 4 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

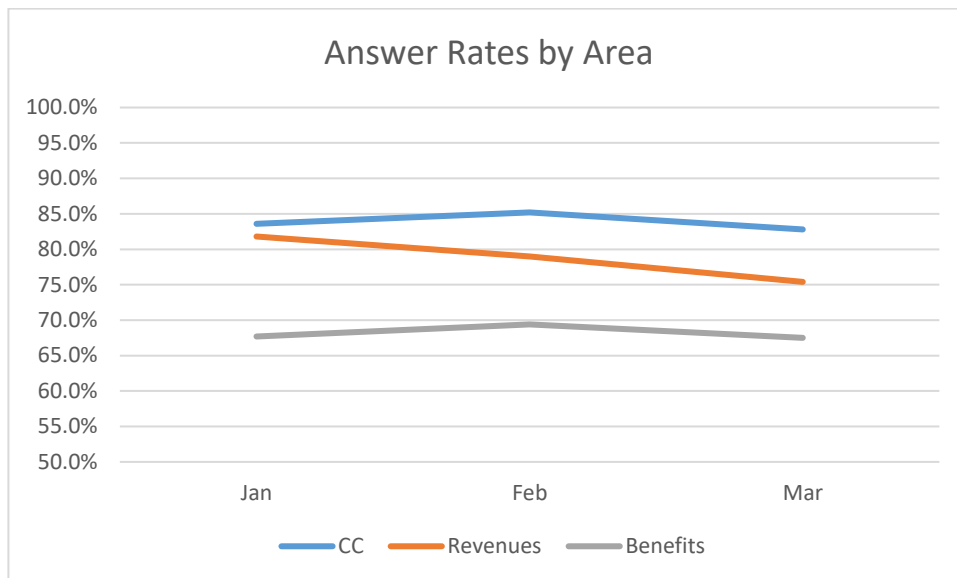
2.1 KEY PERFORMANCE AND BUSINESS INTELLIGENCE POINTS

Customer Contact

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 83.8% for customer contact-based calls.

- For comparison there were 19,412 calls received in Quarter 4 of this year compared to 22,017 for Q4 last year.
- For comparison Answer rates within customer contact were 83.0% for Q1, 79.6% for Q2, 79.9% for Q3 and 83.8% for Q4

The Head of Customer Contact will be in attendance at the Performance Monitoring Panel (Q4) to provide a detailed update/presentation and answer any questions that link to this item.



Housing

Housing re-let (void) time (total average key to key) for all Tenures is under-performing in this quarter at an average of 44 days against a target of 28 days or less, for context During the period November 21 to March 22 we have received 144 voids – compared to the same period last year of 111, this is a 30% increase in the number of voids. This increase in volume began at a time where the void team, consisting of 3 tradesmen and a supervisor were carrying a vacant post. Challenges in recruiting to this vacant post have been overcome and the team is now fully staffed, this will assist us in bringing our performance back in line.

The main reasons for the increased volume of voids is an increased % in the number of deaths leading to vacant properties as well as an increase in transfers. (Last year was a significant year for the delivery of new homes.)

The number of Notice to Quits has now reduced significantly, back to normal levels, meaning once we have worked through this unprecedented peak, performance will back in line.

Compounding the above increase in the number of voids is the condition we are receiving some properties back in, whilst we use the recharge policy as a deterrent to try to ensure our properties come back to us in reasonable order the reality is that a significant number need a considerable amount of clearance and work to bring them up to our minimum standard. Within the quarter we have seen a higher proportion of properties that need major repair work. For example, one property alone required 6 weeks of flea treatment and pest control before we could carry out the void survey.

The service has been carrying a vacant post for a while and recruiting to our trades posts has been a challenge due to increased wages in the construction industry as whole, whilst this has been resolved we are still feeling the impact of carrying that vacancy. In terms of managing the vacancy the team have been starting earlier in the working day, usually around 6am and some Saturday working. (Although we have to be mindful of neighbours.) We have made best use of resources and existing contracts where available and appropriate.

Social Media/Communications

In this quarter we saw a substantial increase in social media engagement, increasing by just over 469,000 impressions (clicked on, shared, retweeted) this increase has been largely owing to the great success of the Partnership's International Women's Day campaign, where female colleagues shared their stories and inspirations via Twitter and LinkedIn. These posts received national attention from those giving coverage to the day, generating the Council over 200,000 impressions in a single day.

Food Health and Safety

Another positive point to highlight in this report links to the work of the authorities public protection team, specifically the food health and safety team, it is pleasing to report that in this quarter the % of Food businesses rated 3 or above within the district is at 99.85% and is currently at the highest figure we have seen with only 1 Food business in the district out of 662 currently graded at a score below 3.

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 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

Q4 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
Q3 Performance Report 21/22	<i>16th March 2022</i>
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)