



REPORT TO:	Cabinet
DATE:	Tuesday 10 th January 2023
SUBJECT:	Q2 Performance Report 22/23
PURPOSE:	To provide an update on how the Council is performing for the period 1st July 2022 to 30th September 2022
KEY DECISION:	N/A
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:	N/A
EXEMPT REPORT?	NO

SUMMARY

The Quarter 2 2022-23 Performance Report, detailed in Appendix A, provides Members, businesses, and residents with an overview of how the Council is performing against its key performance indicators.

RECOMMENDATIONS

That the contents of this report be noted.

REASONS FOR RECOMMENDATIONS

To ensure Council performance is properly scrutinised.

OTHER OPTIONS CONSIDERED

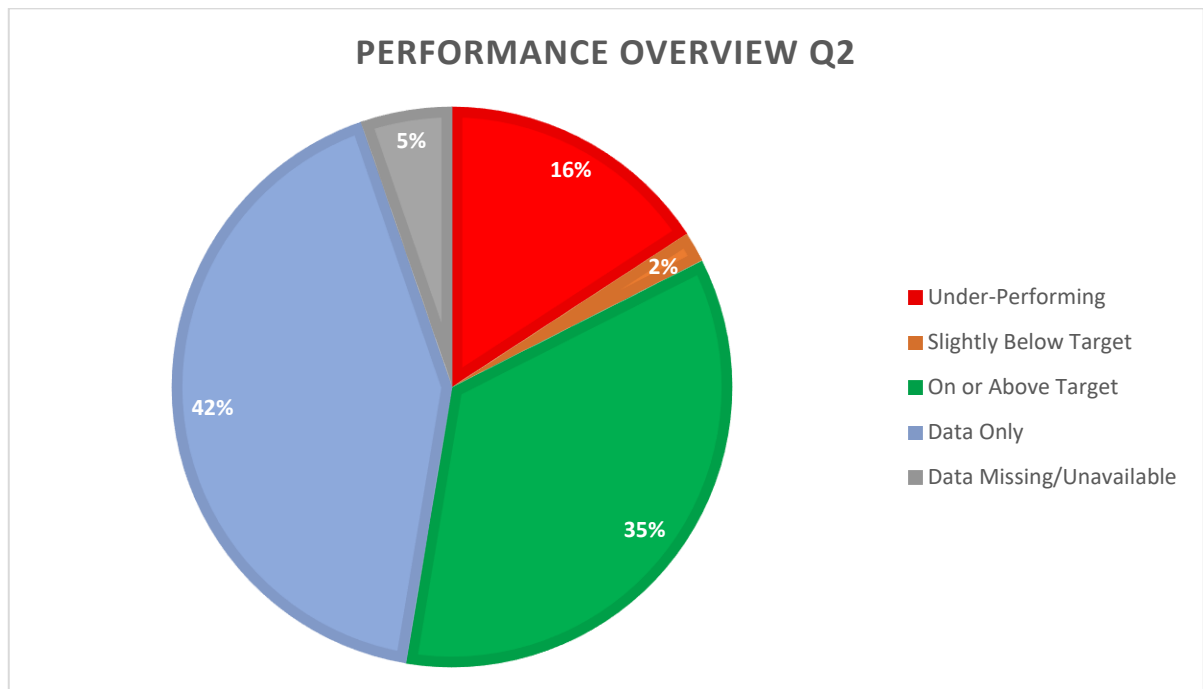
Not to monitor performance – this isn't recommended.

1. BACKGROUND

- 1.1 This report provides Cabinet with an overview of the key performance indicators for the Council at the end of Quarter 2, 2022/23 (1st July 2022 to 30th September 2022).
- 1.2 The Performance Framework's role is to drive improvement to service delivery and this includes ambitious targets that stretch service delivery.
- 1.3 Each Council continues to scrutinise the performance of its own services on a quarterly basis.
- 1.4 Members will note that the format of the performance report has been reviewed following feedback at the previous meeting of Performance Monitoring Panel and Cabinet.

2. REPORT

KEY PERFORMANCE BREAKDOWN



35% of key indicators are performing on or above target in this quarter, details of indicators that are below target can be found below.

2.1 Time to Process Housing Benefit and Council Tax Support (Changes/New Claims)

Performance with regards to the time taken by the Revenues and Benefits team to process changes and new claims for Housing Benefit and Council Tax support is longer than the target set, although this is an ambitious target set by PSPS. Whilst the local target may not be achieved, the outturn is within reach of the DWP's nationally set target for the quarter. The speed of processing new claims has improved throughout the quarter but due to a high outstanding workload has remained challenging. The backlog of work is impacting upon 'days to process' due to the high volume of Council Tax Support claims received.

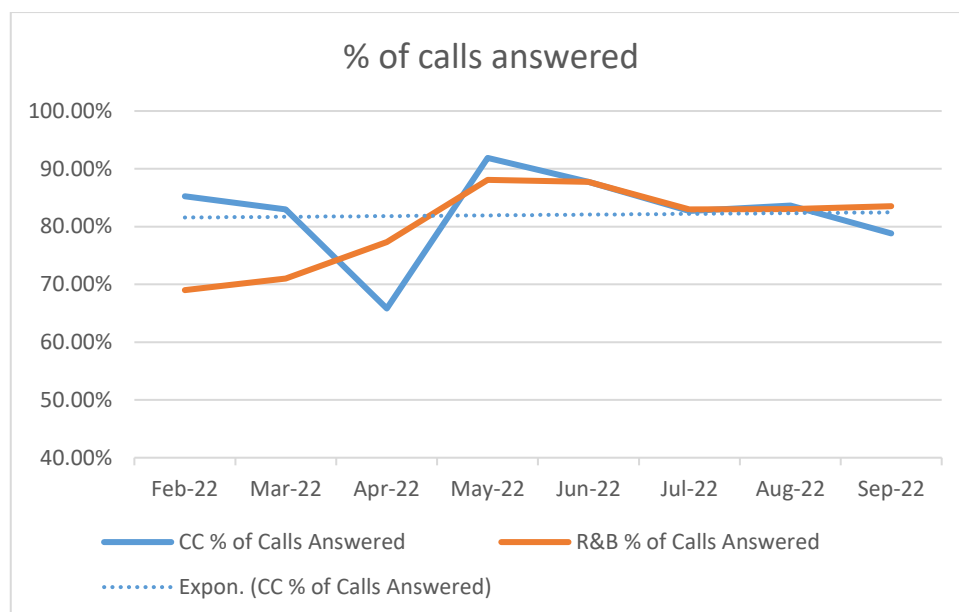
Additionally, with processing of changes to Housing Benefits/Council Tax Support the indicator has been affected by August's higher result (15.48 days). There has been a

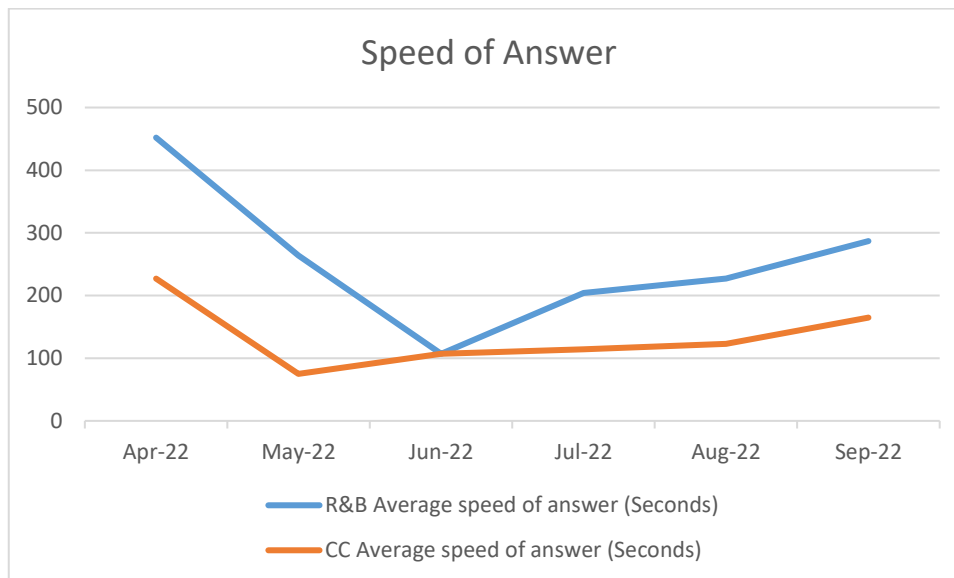
significant reduction in days to process in September (down to 11.23 days) as the team focused attention on drawing in earliest dated work and getting high volume work types up to date, overall, the trend is towards improved performance.

2.2 **Customer Contact**

Customer Contact saw a 67% increase in demand when compared to Q2 2021. This is due to the £150 Council Tax Rebate Scheme launching which has resulted in an additional 10,040 calls throughout the quarter. Essential training took place early in September for Customer Service Advisors ahead of the planned implementation of a new telephony system which will help deliver improvements. Ongoing high levels of demand are expected as the £150 Rebate Scheme concludes, and the discretionary scheme starts. Overall, the % of calls being answer is gradually improving monthly but is still falling shortly of the target.

The indicator which measures the % of Revenues and Benefits calls answered sits at just over 83%. Overall this has improved throughout the quarter but due to call durations remaining high with the multiple and complex needs of customers, it falls slightly under target.





2.3 **Homelessness**

Performance relating to homelessness prevention has improved since the previous quarter. The percentage of cases opened in which the person was prevented from becoming homeless has increased significantly since the previous reporting period from 13% to 64% in Q2. Overall, 11 prevention duties ended in the quarter. 7 of these were successful prevention which resulted in the customer not becoming homeless. All 7 were prevented by securing alternative accommodation for 6 months. A piece of work will be done to look at the other 4 cases and why these were not successfully prevented, including what the barriers were. This information will be used to inform and shape future prevention work. The other figure in this reporting relating to homelessness prevention is still below target but improving, the % of cases opened at homeless prevention stage (before they become homeless) is up by 24% since the previous quarter, there were 91 homeless cases opened in the quarter of which 40 were opened at the prevention stage. A large piece of work is underway to look at the other 51 cases and determine whether there was an opportunity to have engaged with the customers at an earlier stage.

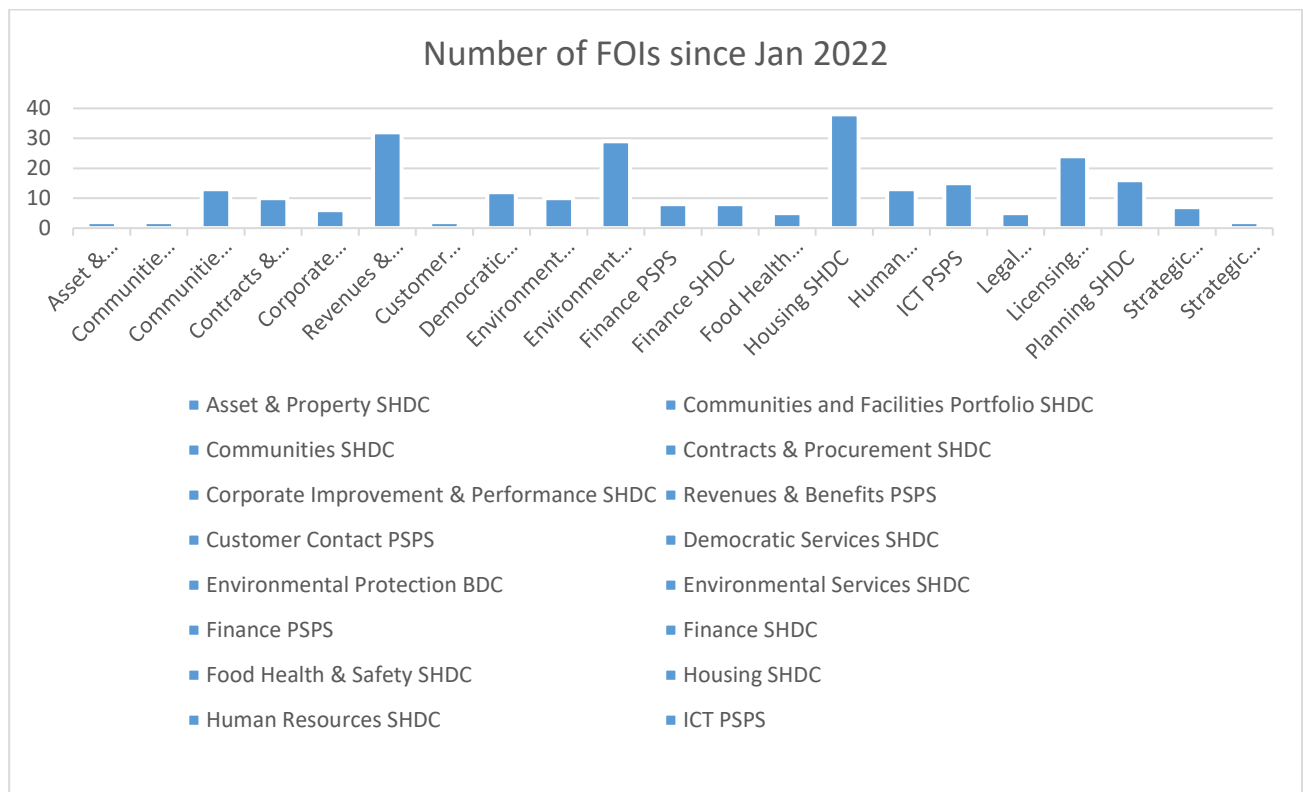
It is becoming increasingly difficult to prevent homelessness due to variety of factors including the increased cost of living leading to problems with affordability, as well as demand for privately rented accommodation outstripping the supply. In addition, the support needs of clients are more complex than ever with the team regularly dealing with clients with complex physical and / or mental health problems where specialist accommodation is required that cannot be secured in the timescales available, particularly where adaptations are required. Improved working relationships are being brokered with landlords and partners to facilitate greater accommodation supply and increased throughput in supported accommodation. Incentive schemes are now also being promoted, such as the Help2Rent scheme, to maximise available accommodation.

2.4 **FOI/Complaint Response times**

FOI and complaint response times within statutory deadlines is below target for this quarter. Analysis from Q1 and Q2 shows FOI volumes continue to be the highest we have seen with no trends or patterns to note. Interventions being taken are greater circulation of FOI request types to Service Managers and Assistant Directors to encourage publishing of information online where possible. A Performance Clinic, chaired by the Assistant

Director – Corporate, has also been established within the partnership and poor performing areas where requests have not been responded to in time will be looked at in detail to understand issues/barriers. The information management service is being reviewed currently within the Partnership to look to share resources and experience to improve performance.

For clarity, the data visuals below demonstrate the spread of FOIs across the organisation and where they are focused. The chart plots the trend of FOI traffic this year vs last year. Housing, Environmental service, Revenues and Benefits and Licensing have received the highest number of FOIs since Jan 2022.



3. CONCLUSION

35% of the Council's performance metrics present a positive position against targets.

16% require improvement.

It should, however, be noted that targets are set to help drive performance improvements as opposed to being easy goals to achieve.

REPORT IMPLICATIONS

4. EXPECTED BENEFITS TO THE PARTNERSHIP

4.1 N/A

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: -

<i>APPENDIX A</i>	<i>Q2 SHDC Performance report 22-23</i>
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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
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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)