

## **BRECKLAND DISTRICT COUNCIL**

**Report of:** Councillor Mark Robinson- Executive Member for Customer, Digital and Performance

**To:** Overview and Scrutiny Commission- 3rd<sup>th</sup> June 2021

**Author:** Ryan Pack- Innovation and Change Business Partner

**Subject:** Performance Overview Report- Quarter 4 2020/21

**Purpose:** To provide members of the commission with an overview of the council's performance for the period 1<sup>st</sup> January 2021- 31<sup>st</sup> March 2021.

### **Recommendation:**

- 1) Members of the commission are asked to note the report.

### **1.0 BACKGROUND**

- 1.1 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 several key strategic indicators. These indicators include the delivery of frontline services, financial performance and progress made towards achieving the overarching aims and objectives of the Council as set out in the Corporate Plan.

In addition, the covering report will highlight areas of improved and high performance and where performance is challenging.

- 1.2 Since the report was last presented to the Overview and Scrutiny committee, one minor formatting change has been made at their request. The report now compares performance from both the previous year and the preceding quarter.

### **2.0 Areas of success**

- 2.1 During Q4, the council has seen improvement or consistent high performance in indicators linked to responsiveness around Freedom of Information requests and complaints and staff turnover. The council has also maintained strong performance in indicators related to minor planning applications and commercial property occupancy.

### **3.0 Areas requiring improvement**

- 3.1 Performance in Q4 has been notably challenging for the customer contact team, with a notable rise in wait time, calls and abandonment rate. Whilst a more detailed breakdown of this is available in Appendix A, these issues have been linked to both a combination of staffing changes, direct and indirect COVID related service impacts and specific service level incidents which resulted in an increased number of calls in short time period.

Whilst performance during Q4 was challenging, it is anticipated that the Customer service review will help improve performance in the above areas.

The council also saw falls in indicators related to missed bins and major planning applications. However, it is important to stress that of the three months in Q4, these indicators only suffered from one poor month and two months where they achieved their targets. These instances are being viewed as isolated incidents and not indicators of significant challenges to achieve performance goals in Q1 201/22.

#### 4.0 **OPTIONS**

4.1 To note the content of the report

4.2 Do nothing

#### 5.0 **EXPECTED BENEFITS**

5.1 The Corporate Improvement and Performance Team will use the content of this report to identify areas of improvement.

#### 6.0 **IMPLICATIONS**

##### 6.1 **Carbon Footprint / Environmental Issues**

6.1.1 Carbon Footprint / Environmental Issues have been considered and it is the opinion of the author that there are no implications.

##### 6.2 **Constitution & Legal**

6.2.1 Constitutional and Legal issues have been considered and it is the opinion of the author that there are no implications.

##### 6.3 **Contracts**

6.3.1 Contracts issues have been considered and it is the opinion of the report author that there are no implications.

##### 6.4 **Corporate Priorities**

6.4.1 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.

##### 6.5 **Financial**

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

##### 6.6 **Health & Wellbeing**

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

##### 6.7 **Reputation**

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

##### 6.8 **Risk Management**

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

##### 6.9 **Staffing**

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

## 7.0 **WARDS/COMMUNITIES AFFECTED**

7.1 No Wards or Communities are affected.

## 8.0 **ACRONYMS**

8.1 KPI- Key performance indicator

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### **Background papers:-**

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#### **Lead Contact Officer**

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**Key Decision:** No

**Exempt Decision:** No

#### **Appendices attached to this report:**

Appendix A Quarter 4 20/21 performance report