

BRECKLAND DISTRICT COUNCIL

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

To: Overview and Scrutiny Commission- 28th October 2021

Author: Ryan Pack- Innovation and Change Business Partner

Subject: Performance Overview Report- Quarter 2 2021/22

Purpose: To provide members of the commission with an overview of the council's performance for the period 1st July 2021- 30th September 2021.

Recommendation:

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

1.0 BACKGROUND

- 1.1 The Quarter 2 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.

2.0 Areas of success

- 2.1 During Q1, the council maintained strong performance in areas such as responses to FOI's and complaints, as well as commercial property occupancy and income. Whilst there were dips in some of these areas, it should be noted that these were not substantial dips.

3.0 Areas requiring improvement

- 3.1 The council continues to work on improving it's current abandonment rate and wait times in relation to customer contact. Whilst a detailed explanation has been given in both appendixes B and C, it should be noted that improvements to these indicators will be gradual and not overnight due to the nature of fixing these issues.
- 3.2 Members will also note the performance related to missed bins during this period. This item has been dealt with previously by the committee and whilst the figure is still higher, it is beginning to improve.
- 3.3 Members will also note the drop in major planning applications determined within their timescale. Whilst an explanation has been given in Appendix B, it is important to note that this indicator is set against an annual target which the service is currently on track to exceed.

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

Background papers:-

Lead Contact Officer

Name and Post: Ryan Pack- Innovation and Change Business Partner
Telephone Number: 07766 510582
Email: Ryan.Pack@Breckland.gov.uk

Key Decision: No

Exempt Decision: No

Appendices attached to this report:

Appendix A Quarter 2 21/22 performance report