

## BRECKLAND DISTRICT COUNCIL

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

**To:** Overview and Scrutiny Commission- 27<sup>th</sup> January 2022

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

**Subject:** Performance Overview Report- Quarter 3 2021/22

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

### **Recommendation:**

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

### **1.0 BACKGROUND**

- 1.1 The Quarter 3 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 this report was last viewed by the cabinet, the council has agreed to its new performance indicators, to report more accurately against the council's new corporate plan.
- 1.3 Subsequently, this means that areas of the report do not contain data for comparison due to it not previously having been recorded. Where possible the council will backdate this data across the coming months to enable future comparison.
- 1.4 Furthermore, as a result of new indicators now being reported some indicators are currently without targets. This is the result of services needing to baseline their current performance to enable reflective targets of good and bad performance to be set.
- 1.5 An additional appendix has also been added to this quarter's performance report highlighting the council's work in relation to COVID-19.

### **2.0 Areas of success**

- 2.1 During Q3, the council saw a strong return in performance in relation to major applications determined within timescale. This indicator had been flagged last quarter as underperforming and has now returned to above its target. Minor planning applications also continued to perform above target.
- 2.2 The council also saw strong performance in relation to bin collections, with a 95.89% collection rate in Q3 against a target of 95%. Notably, it performed at 99% for both

November and December.

2.3 Areas of traditionally strong performance such as Freedom of Information request, Subject Access requests and complaint responses also continued to perform well in Q3

### 3.0 **Areas requiring improvement**

3.1 Whilst there was gradual and continued improvement in relation to customer contact, the service continues to exceed its tolerance levels in terms regarding underlying indicators. As previously reported, improvement in this area was expected to be gradual and whilst trends highlight improvement, the service must continue to work towards its targets.

3.2 Staff sickness rose above its target in Q3, although this can be explained as both seasonal challenges that the service face. Notably, sickness was lower than Q3 20-21 and November only saw the target exceeded slightly.

### 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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**Key Decision:** No

**Exempt Decision:** No

**Appendices attached to this report:**

Appendix A Quarter 3 21/22 performance report  
Appendix B Quarter 3 21/22 COVID report  
Appendix C Water usage indicator breakdown