

BRECKLAND DISTRICT COUNCIL

Report of: Councillor Jane James- Executive Member for Customer and Corporate Services

To: Overview and Scrutiny- 24th January 2023

Author: Ryan Pack- Performance and Risk Lead

Subject: Performance Overview Report- Quarter 3 2022/23

Purpose: To provide Members of the commission with an overview of the Council's performance for the period 1st October – 31st December 2022.

Recommendation:

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

1.0 BACKGROUND

- 1.1 The Quarter 3 2022/23 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 highlights areas of improved and high performance and where performance is challenging.

2.0 Areas of success

- 2.1 Quarter 3 saw notable improvement around customer calls and highlighted the levels of improvement seen in the last 12 months. Sub indicators also such as abandonment rate and wait times also performed well. Whilst a low level of calls in December assisted with this, the area has now show consistent improvement over several quarters.
- 2.2 Areas of traditionally strong performance such as successful bin collections, IT system availability and reports submitted within the deadline continued to perform strongly.
- 2.3 Whilst the number of successful outcomes for fly tipping dropped, the number of fly tips across the district fell compared to Q2. Whilst this will have been impacted by various factors, fly tipping continues to be seen on lower levels across the district than in previous years.

3.0 Areas requiring improvement

- 3.1 Q3 saw continued challenges in relation to complaints responded to within timescales. Whilst Freedom of information requests saw a small improvement in levels, there was a substantial drop in the number of complaint being responded to within deadline. Whilst

this is detailed in more depth in the report, this can be attributed to an increase in requests to high demand service areas. Works to address team specific issues are currently underway. Notably, the uphold rate of complaints dropped 15% in Q3.

4.0 **OPTIONS**

4.1 To note the content of the report

4.2 Do nothing

5.0 **EXPECTED BENEFITS**

5.1 The Organisational Development 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.

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:-

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Key Decision: No

Exempt Decision: No

Appendices attached to this report:

Appendix A Quarter 3 22/23 performance report

Appendix B Water usage indicator breakdown