

SCRUTINY BOARD

Agenda Item: 10

Ward: District wide

Portfolio: Cross cutting

FROM:

Cllr Liz Leyshon

Portfolio Holder for Corporate
Services and Performance
Management

Date: 17th August 2021

**SUBJECT: Corporate Performance Management Report Quarter 1
2021/2022**

Internal Use Only: Please complete sign off boxes below prior to submission to Democratic Services			
	Seen by:	Name	Date
Report Sign off	Deputy Chief Executive / Assistant Deputy Chief Executive	Tracy Aarons / Haylee Wilkins	02.08.2021
	Legal	Lesley Dolan	04.08.2021
	Finance	Richard Bates	02.08.2021
	Head of Corporate Services	Sara Skirton	02.08.2021
	Portfolio Holder	Cllr Liz Leyshon	04.08.2021
	Ward Member(s)	N/A	-
	Summary:	<p>This report provides a summary of the high level actions and projects that support the delivery of the Corporate Plan 2020/23.</p> <p>Additionally, the Corporate Performance Management report provides performance information in relation to Q1 2021/22:</p> <ul style="list-style-type: none">• Corporate complaints and praise,• Freedom of Information (FOI) and General Data Protection Regulation (GDPR)/DP (Data Protection) requests• Finance• Human Resources (HR) statistics• 5 Councils Partnership (Land Charges)	

	<ul style="list-style-type: none"> • Housing Services (homelessness, temporary accommodation, Disabled Facilities Grants (DFGs)) • Planning and Growth (Major, Minor and Listed Building consent) • Neighbourhood Services (Fly tipping, Street Cleansing and Grounds Maintenance) • Community Health Services (service requests, enforcement) • Somerset Waste Partnership (Waste and Recycling) <p>Performance management has interdependencies with governance matters, such as those reported to Audit Committee. We are working corporately to ensure transparency and integration of performance and governance information.</p> <p>Should Members wish to receive more detail in relation to any of the projects or actions, they are asked to contact the Performance and Improvement Officer or Head of Corporate Services in advance of the committee meeting so that full briefings can be provided.</p>
Recommendation:	<p>Scrutiny Board are asked to:</p> <ol style="list-style-type: none"> 1. Consider and comment on the information contained within this report. 2. Identify any issues or performance exceptions that the committee wish to highlight as a concern to Cabinet. 3. Where performance exceptions are identified consider whether the proposed actions are adequate and appropriate to address concerns and improve performance to the desired level. 4. Consider the content, level of detail provided and the format of the report and make any recommendations for improvements.
Direct and/or indirect impact on service delivery to our customers and communities:	<p>Performance management and effective complaints management link to all priorities within the Corporate Plan and cut across all service areas. This report summarises performance against achievement of the priorities and what actions are needed to ensure continuous improvement.</p>
Contribution to Corporate Priorities:	<p>Effective performance management supports the delivery of all the Council's priorities.</p>
Legal Implications:	<p>There are no direct legal implications arising from this report. However, if performance is not at satisfactory levels, the risk of legal challenge arising increases.</p>
Impact on Service Plans:	<p>The Corporate Plan, sets the direction for all Council services and is reflected in business plans.</p>

Financial Implications:	There are no direct financial implications arising from this report. However, if performance is not at the expected or desired level then resources may need to be reviewed or redirected to enable improved performance.
Climate Change Implications:	There are no direct climate change implications arising from this report. However some individual supporting projects reflect specific elements of the Council's climate change agenda.
Crime and Disorder Implications:	No direct implications arising from the report, however some of the Corporate Plan actions contribute to reducing antisocial behaviour in the district.
Equalities Implications:	The Council's priority to Make Mendip a Fairer Place reflects its commitment to addressing inequalities. Customer feedback can help the Council identify any groups of people who may potentially be experiencing our services differently to the majority of our customers. When reviewing performance and making recommendations Members should be minded to consider how services might impact on different sections of the community.
Risk Assessment and Adverse Impact on Corporate Actions:	Any areas at risk of missing target are highlighted within this report. Members are asked to consider these areas and consider any proposed remedial actions. Each Business Plan will have its own risk register, to ensure that service risks are managed at an operational level. Corporate risks will continue to form part of the corporate governance reporting. Corporate projects will have their own risk registers, with significant risks being included on the Strategic Risk Register.

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Background Papers:

Appendix A Corporate Performance Management Report Q1 2021/22

Appendix B Corporate Plan Priority Action Report Q1 2021/22

Appendix C Historical Data (HR, FOI and DPA, Customer Feedback)

Appendix D Local Government Ombudsman Annual Complaints Review 2020/21

Appendix E Frequently used Acronym Decoder