

SCRUTINY BOARD

Agenda Item: 7

Ward: District wide

Portfolio: Cross cutting

FROM:

Cllr Liz Leyshon

Portfolio Holder for Corporate
Services and Performance
Management

Date: 17 May 2022

**SUBJECT: Corporate Performance Management Report Quarter 4
2021/2022**

Internal Use Only: Please complete sign off boxes below prior to submission to Democratic Services			
Report Sign off	Seen by:	Name	Date
	Deputy Chief Executive	Tracy Aarons	25.04.2022
	Legal	Lesley Dolan	28.04.2022
	Finance	Richard Bates	25.04.2022
	Head of Corporate Services	Sara Skirton	25.04.2022
	Portfolio Holder	Cllr Liz Leyshon	03.05.2022
	Ward Member(s)	N/A	-
Summary:	<p>This report provides a summary of the high-level priorities that support the delivery of the Corporate Delivery Plan.</p> <p>Additionally, the Corporate Performance Management report provides performance information in relation to Q4 2021/2022 and, where appropriate, the outturn for 2021/2022 as a whole for:</p> <ul style="list-style-type: none">• Corporate complaints and praise,• Freedom of Information and General Data Protection Regulation / DP requests• Finance• Human Resources statistics• 5 Councils Partnership (Land Charges, Revenues and Benefits)• Housing Services (homelessness, temporary accommodation, Disabled Facilities Grants)• Planning and Growth (Major, Minor and Listed Building consent)		

	<ul style="list-style-type: none"> • 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 is 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 Scrutiny wishes 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 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 Delivery 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 Delivery Plan sets the direction for all Council services and is reflected in service plans.</p>
Financial Implications:	<p>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.</p>

Climate Change Risks and Opportunities:	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 Delivery 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 a 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.

INTRODUCTION

This report sets out Corporate Performance for Q4 of 2021/2022 and, where appropriate, the outturn for the year as a whole.

The Corporate Delivery Plan (CDP), agreed by Cabinet on 6th September 2021, outlines the areas of focus for the Council until April 2023. The high-level dashboards, detailing progress against these actions, can be found within this report.

At the end of March 2022, 3 of the priority actions were completed, and 17 priority actions remain active. Of the 17 remaining priority actions 76% are on target and 24% are slightly off target.

In addition to reporting on how we are delivering against the Corporate Delivery Plan, this report includes performance against Key Performance Indicators (KPIs) for a number of services, including those provided via the 5 Councils Partnership.

It is important to note that, whilst the LGR transition priority is one action within the CDP, there are a huge number of deliverables required to achieve the transition and LGR progress will only be summarised at a high level within this report. Furthermore, a substantial number of Mendip staff are currently working on delivering the transition and it is anticipated that the staff resource being utilised across all Councils in Somerset will grow significantly over the coming months, until vesting date.

RECOMMENDATION

Scrutiny Board is asked to:

1. Consider and comment on the information contained within this report.
2. Identify any issues or performance exceptions that Scrutiny 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 and the format of the report and make any recommendations for improvements.

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Background Papers:

Appendix A Corporate Performance Management Report Q4 2021/2022
Appendix B Historical Data (HR, FOI and DPA, Customer Feedback)
Appendix C Frequently used Acronym Decoder