Corporate Performance Report 2022-23: 1st Quarter

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Purpose of the Report

1. This report sets out the current position of the Council's agreed key performance indicators and covers the period from April to June 2022 (Q1).

Forward Plan

2. This report appeared on the District Executive Forward Plan with an anticipated Committee date of September 2022.

Public Interest

3. The Council is accountable to the local community for its performance. We publish performance-monitoring information to demonstrate outcomes and to highlight opportunities to learn and improve for the future.

Recommendations

4. That District Executive agree to:-

   a. note improvements/changes to the reporting approach for 22/23

   b. note and comment on the report with consideration to the current organisational pressures as detailed in paragraph 7.

Background

5. The Key Performance Indicators (KPIs) for 2022-23 are aligned with the Corporate Annual Action Plan for SSDC. They have been designed to monitor delivery of the objectives for each of the focus areas.
   - Environment,
   - Healthy and Self-Reliant Communities,
   - Economy and Covid-19 Recovery,

- Places where we live.
- Local Government Reorganisation - safeguarding delivery of SSDC services to residents.

6. This year is an unprecedented year for SSDC with a large amount of focus on Local Government Reorganisation to the Unitary Council on 1st April 2023. An increasing number of resources will be allocated to this as the year progresses (reflected in our LGR1 KPI). In addition to this, the national crisis of the cost-of-living increase is putting extra demand on many of our services. We are also still seeing residual effects of the Covid 19 pandemic, and this is reflected in some of our KPIs. These current and ongoing demands require a careful balance of resources, which are being actively managed by the leadership team to minimise the effect on services and customers. Should it be necessary to undertake more significant measures regarding organisational capacity then consultation with members may be required regarding reprioritisation of activities.

Improvements for 22/23

7. The set of 50 KPIs include 29 of the same measures from 2021/22 and 21 new measures. The new measures include more around the protection and quality of our environment, and carbon reduction, as we move closer to the 2030 deadline of carbon neutrality. 2 new measures monitor community support for the most vulnerable, and there is also specific focus on the deliverability of affordable housing. Significant work has been undertaken to challenge previous measures and establish better transparency on performance with 4 new measures of post covid recovery developed using numerical indictors rather than being purely narrative based.

8. There are an additional 36 performance indicators (not included in the Quarterly report) including a section monitoring Corporate Governance incorporating Health and safety, Data protection and Equalities. Some of these were previously reported individually but are now integrated into the centralised reporting framework. Some will be used as part of a business monitoring tool for the specific projects included on the 2022/23 Corporate Action Plan. All the performance indicators are available to be reported internally to SLT or by directorate. This will allow us to produce reporting on demand, tailored to a specific team or department.

9. The report author has worked with relevant specialists and case officers to update and expand data sheets for each KPI. These data sheets show in detail the reasoning behind each KPI and set out the specific measures, data sources, calculations, targets, and quality checks. The system also now has a 3-stage approval process to ensure quality of data and transparency on performance.

10. Data is now collected monthly for 38 KPIs, quarterly for 10 and annually for 2, and published quarterly. This is to improve visibility on any performance issues and support earlier interventions to course correct.

11. The additional background paper "Individual Performance overview" shows further detail, including monthly data, for each individual performance indicator and will be published on the website in line with this report. Each performance indicator has a separate overview page. This shows:

a. Static information – KPI description, focus area, agreed targets and the frequency of reporting
b. If the target is cumulative, I.e., if the annual target is a sum of all 12 months.
c. The status and trend I.e. if the KPI is improving compared to the previous reporting period.
d. A breakdown of the monthly reported figures.
e. Progress to target where the annual target is equal to 100%
f. A narrative highlighting success, or an explanation of why targets are not being met.
g. A visual representation of the target, shown as a line, and reported figures shown in a bar indicating if the target has been met.

12. The Council monitors this set of Key Performance Indicators through a revised more integrated SharePoint platform with reduced manual invention, utilising MS365 more fully in line with the council's wider digital strategy. This report provides an extract view, but the reports are available to view online.

Quarter 1 Performance

13. The attached report covers our performance for quarter 1, (April to June) 2022-23. 3 measures did not report this quarter. 2 are annual measures, data and targets are still being confirmed for 1. Overall, of the 47 reported KPIs, 24 are either on or ahead of target. 17 KPIs are significantly below target (red, >11% below target), 6 are underperforming (amber, 6-11% below target).

14. Supporting narrative provided within the report is from the relevant KPI owner/Lead Officer and explains the background of the data, links to previous months and measures that have been put in place to improve performance. This narrative is true as at the end of the quarter 1 period.

15. Environment.
Good progress has been made in the area of Environment through marketing and communications and associated local initiatives such as the wildflower give away alongside the ongoing projects to decarbonise the SSDC estate and reduce energy consumption within the authority. KPIs related to environment digital data is delayed due to resourcing constraints within the digital and procurement team, however tree management and public space software are imminent but will require data transfer. Fleet management telematics is being aligned with SCC under the LGR banner in preparation for the new unitary authority.

16. Places where we live.
Over the last 2 months we have had significantly less households in B&B accommodation. Collaborative working with partners has enabled people to move from temporary accommodation and reduced the need for the use of B&B. Delivery of new housing is behind target largely due to the phosphate issue. Delivery of completed affordable housing in rural areas is behind target but we are working with developers to understand the problems and encourage completion. No new projects to identify housing needs have come forward this quarter from the local community, which will be investigated further.

17. Healthy and Self-Reliant Communities.

Through community grants we have enabled a large amount of community initiatives which includes targeted support to our most vulnerable residents. Support to residents from Voluntary Community Social Enterprise (VCSE) organisations funded by SSDC has far exceeded expectations, reflective of the current cost of living crisis. Numbers of volunteers are reduced at indoor venues; action will be taken to encourage more volunteers as the pandemic eases. Community events provided by SSDC have exceeded the target set and are well attended. Due to external reporting cycles data from Freedom Leisure is will not be received until after our deadline.

18. Economy and Covid-19 Recovery.
We have made good progress in promoting and marketing gigabit vouchers to enable improved broadband for our local businesses and communities. Although the employment hubs are behind target, recruitment fairs have been organised to remedy the situation. The regeneration projects in Chard Yeovil and Wincanton are slightly behind due primarily to public realm challenges. However, these situations will be resolved with the signing of new contracts in Yeovil and the scheduling of finishing works in Chard. The Octagon development is on target with the stage 3 (developed design stage) report substantially complete.

19. LGR services to residents.
Council Tax collection rates have increased due to a successful Direct Debit scheme take up. National Non Domestic Rates collection have also increased due to the restarting of court action following the pandemic. Housing Benefit and Council Tax support claims processing rates are under target. We are working with the DWP to increase the speed of processing and have also issued a request for mutual aid to our neighbouring authorities for support with these actions. Average call waiting time is not at required levels due to a loss of staff during a period of increased demand. We have now recruited into vacancies and expect to see an improvement in the next quarter.
Although planning applications appear to be determined within the target times this is because of agreements to extend time periods which is often due to the delay of receiving input from consultees. Many applications are delayed due to the phosphates issue. We have recently delivered an agents' forum where an update and advice on the current issues was given. We are working towards on a 3rd party credit scheme as an interim solution before any county wide solutions come forward and working with agents and developers on a range of bespoke solutions. New KPIs around Environment services have been developed and are already exceeding targets.

20. We will continue to monitor performance closely in the final year of SSDC as we move into this critical year.

Financial Implications

21. There are no financial implications to this report.

Legal implications (if any) and details of Statutory Powers

22. There are no legal implications to this report.

Council Plan Implications

23. Council Plan 2020-2024

Carbon Emissions and Climate Change Implications

24. Our Environment area of focus covers the Carbon emissions and climate change implications. There are no implications regarding the producing of this report.

Equality and Diversity Implications

25. Equality Impact relevance check complete. There are no equality and diversity implications within this report.

Privacy Impact Assessment

26. There are no named individuals included within this report.

Background Papers

Council Plan annual action plan 2022-23
Individual performance overview