

Report to: **Overview and Scrutiny Committee**
Date: **4th October 2022**
Title: **Performance Update Report**
Portfolio Area: **Performance**
Portfolio holder: Cllr Chris Edmonds

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance **N**
obtained:

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Improvement**

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RECOMMENDATIONS

- 1. That the Overview and Scrutiny Committee note the performance figures shown in the Pentana report.**

1. Executive Summary

- 1.1** The purpose of this report is to provide a high level update of performance across the Council for the year 21/22.
- 1.2** Reporting is being changed to coordinate with the actions and progress against the strategy themes so this light touch report is just to maintain awareness of ongoing performance.
- 1.3** The charts show multi-year data and highlight the consistency of our performance levels despite the additional work created during, and recovering from, the pandemic.

2. Background

- 2.1 Covid created backlogs continued to be worked on in most areas but with no major government announcements (apart from £150 energy rebate which increased call volumes at the very end of the quarter) the performance can be judged against more normal levels of customer demand.
- 2.2 Missed bins rose significantly at the end of Q4/early Q1 22/23 due to higher levels of sickness (Covid related on top of normal sickness levels).
- 2.3 Short term sickness level in the organisation matching wider societal rates but due to low long term sickness and low work transmission we remained under our 2 days/FTE target

3 Outcomes/ outputs

Appendix A contains screen shots of Pentana dashboards showing monthly or quarterly performance levels over previous years.

- 3.1 Pressure from higher phone calls in the fourth quarter was dealt with well by the contact centre as use of technology continues to improve with further improvements planned for the coming months.
- 3.2 Web transactions remained at a normal level as the number of additional processes available for customers, such as covid grants, has reduced.
- 3.3 Homelessness preventions remain below historic averages mainly due to the lack of options available due to the housing crisis.
- 3.4 Planning performance remains above target despite high workloads.

4 Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	Y	The Overview & Scrutiny Committee is responsible for both an overview of performance and for scrutinising how the Council is performing as an organisation.
Financial	N	There are no direct financial implications of the report or the recommendations, as these are performance related.
Risk	N	
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	

Safeguarding	N	
Community Safety, Crime and Disorder	N	
Health, Safety and Wellbeing	N	
Other implications	N	

Supporting Information

Appendices:

Appendix A – Screenshots of latest data from Pentana