

Cabinet Committee on Performance Improvement
Meeting to be held on Tuesday 2 March 2021

Part I

Electoral Division affected:
(All Divisions);

Corporate Strategy Monitoring report – Quarters 2 and 3 2020/21 Performance Update

(Appendices 'A' to 'C' refer)

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Executive Summary

The first monitoring report against the indicators agreed to monitor the 5 objectives of the Corporate Strategy was presented to the Cabinet Committee on Performance Improvement on 19 February 2020.

The impact of the COVID-19 pandemic meant the Committee did not meet again until September 2020, when it considered a quarter 4 2019/20 monitoring and quarter 1 2020/21 performance updates report, along with a summary document detailing some of the major interventions and impacts of the COVID-19 pandemic across Public Health & Wellbeing, Adults and Children's services.

Despite the continued impact of the COVID-19 pandemic (including the Committee having not met since the September 2020 meeting) and the associated much changed and additional working arrangements that have been implemented across the Council, a report updating the Committee with the latest performance information available has been produced.

The report at Appendix 'A' gives the latest performance updates available against the agreed Corporate Strategy indicators. The report, where possible, provides quarter 2 and 3 2020/21 performance information and associated commentary on the current position against each indicator, including any related issues and required actions.

In addition, set out at Appendix 'B' is some further information relating to Adult and Children's services, to supplement that in the Corporate Strategy monitoring report, more specifically relating to work and performance levels during the pandemic.

Also included in Appendix 'B' is a summary list of reports that have been presented to other Committees, which give a taste of the impact of Covid-19 on the work being undertaken across the authority and in relation to particular services and activity.

Appendix 'C' provides an overview of the Customer Access Service's role in supporting Lancashire County Council's response to the pandemic.

Recommendation

The Cabinet Committee on Performance Improvement is asked to:

- (i) Note and comment on performance against the indicators set out in Appendix 'A'.
- (ii) Note the information provided at Appendices 'B' and 'C'.

Background and Advice

Performance indicators, associated targets and other relevant annual performance reports were agreed by Cabinet on 6 February 2020, against the 5 objectives of the Corporate Strategy, following consultation and review with Internal Scrutiny and the Cabinet Committee on Performance Improvement.

Monitoring against these indicators, was agreed to form the content of future quarterly corporate performance monitoring reports to the Cabinet Committee on Performance Improvement.

The report at Appendix 'A' gives the latest performance updates available against the agreed Corporate Strategy indicators. The report, where possible, provides quarter 2 and 3 2020/21 performance information and associated commentary, on the current position against each indicator including any related issues and required actions.

Attention is drawn to the following key areas of performance:

Highlights of good performance includes:

Lancashire will be the place to live:

- Safety carriageway defects repaired within 20 working days (non-urgent repairs);
- Number of Traffic Management lamp-out faults are repaired within the 5 working days;
- Percentage of children and young people who received targeted early help support from Children and Families Wellbeing service which successfully met their identified needs;
- Percentage of children looked after who are actually living in Lancashire.

Lancashire will be the place to work:

- Number of e-downloads (via libraries);
- Percentage of young people in employment education or training;
- Percentage of young people in education or training - SEND pupils.

Indicators performing below the desired level and/or the impact of the COVID-19 pandemic has had a detrimental effect on the performance of include:

Lancashire will be the place to live:

- Safety carriageway defects repaired within 4 hours & 2 days (emergency);
- Number of Non-Traffic Management lamp-out faults repaired within 20 working days;
- Percentage of Health Checks undertaken.

Lancashire will be the place to work:

- Number of visits to libraries;
- Number of People's network (PNET) sessions in Libraries;
- Number of library events organised and attendance;
- Number of volunteers in Libraries;
- Percentage of adults with learning disabilities in employment;
- Number of Rosebud loans provided to new or existing businesses;
- Number of jobs created by Boost.

Lancashire will be the place where everyone acts responsibly:

- Number of working days per full time equivalent lost to sickness absence.

Appendix 'B' provides further information relating to Adult and Children's services, to supplement that in the Corporate Strategy monitoring report.

Also included in Appendix 'B' is a summary list of reports that have been presented to other Committees on the impact of COVID-19, and the work being undertaken across the authority in relation to particular services and activity.

In addition, Appendix 'C' provides an overview of the Customer Access Service's role in supporting Lancashire County Council's response to the pandemic.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

No significant risks have been identified in relation to the proposals contained within this report.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper

Date

Contact/Tel

None

Reason for inclusion in Part II, if appropriate

N/A