

Cabinet Committee on Performance Improvement
Meeting to be held on Thursday 25 November 2021

Part I

Electoral Division affected:
(All Divisions);

Corporate Priorities:

Delivering better services;
Protecting our environment;
Supporting economic
growth;
Caring for the vulnerable;

Corporate Strategy Monitoring report – Quarter 2 2021/22 performance update
(Appendices 'A & B' refer)

Contact for further information:

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Brief Summary

Corporate Strategy monitoring reports against the indicators agreed to monitor the 5 objectives of the current Corporate Strategy have been regularly presented to the Cabinet Committee on Performance Improvement since 19 February 2020.

Following Cabinet's agreement of the new corporate priorities for 2021-2024 at on 7 October 2021, the report has now been reformatted and updated to monitor performance against each of the new corporate priorities (delivering better services; protecting our environment; supporting economic growth and caring for the vulnerable).

Existing key performance indicators (KPIs) are now reported under each new corporate priority, along with service developments which contribute to the delivery of those priorities. Additional metrics and targets will be developed for potential inclusion in future reports. Appendix 'A' provides the latest performance updates.

In addition to supplement this performance information and to give an overview of other recent work and notable achievements, Appendix 'B' sets out a list of national award nominations that the county council has been shortlisted for since June 2020.

Recommendation

The Cabinet Committee on Performance Improvement is asked to note and comment on:

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| <ul style="list-style-type: none">(i) The performance and additional information set out at Appendix 'A'.(ii) The information set out at Appendix 'B'. |
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Detail

Key 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.

Monitoring against these indicators, was agreed to form the content of quarterly corporate performance monitoring reports to the Cabinet Committee on Performance Improvement and these have been regularly presented to the Committee since 19 February 2020.

Following the agreement of the new corporate priorities at Cabinet on 7 October 2021 the report has now been reformatted and updated to monitor performance against each of the new corporate priorities (delivering better services; protecting our environment; supporting economic growth and caring for the vulnerable).

The previously established indicators are now reported under each of the new corporate priorities, along with the highlighting of other service developments which are contributing to the delivery of the new priorities and for which additional metrics and targets can be developed for potential inclusion in future reports.

The report at Appendix 'A' provides the latest available quarter 2 2021/22 performance information and associated commentary on the current position against each indicator including any related issues and required actions, along with information on some additional development areas supporting the delivering of the corporate priorities.

Attention is drawn to the following key areas of performance against the KPIs in the report.

Highlights of good performance includes:

Delivering Better Services

- Safety carriageway defects repaired within 20 working days (non-urgent)
- Percentage of Non-Traffic Management (NTM) lamp-out faults repaired within 5 working days
- Percentage of Traffic Management (TM) lamp-out faults repaired within 20 working days
- Revenue forecast outturn % variance to budget

Supporting Economic Growth

- New businesses established by Boost

- Number of visits to libraries
- Number of People's network (PNET) sessions in libraries
- Number of e-downloads (via libraries)

Caring for the Vulnerable

- 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
- Quality of community service providers
- Proportion of adults with learning disabilities who live in their own home
- Proportion of adults and older people receiving long term services who are supported in the community.
- Permanent admissions to residential and nursing care homes per 100,000 population during the year.

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

Delivering Better Services

- Safety carriageway defects repaired within 4 hours & 2 days (emergency & urgent)
- Safety carriageway defects repaired within 5 working days (non-urgent)

Supporting Economic Growth

- Number of Rosebud loans provided to new or existing businesses
- Number of jobs created by Boost

Caring for the Vulnerable

- Percentage of adults with learning disabilities in employment

In addition, to supplement this performance information, and to give an overview of other recent work and the many notable achievements, Appendix 'B' sets out a list of national award nominations that the county council has been shortlisted for since June 2020.

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
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N/A		
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Reason for inclusion in Part II, if appropriate