

Report to the Cabinet

Meeting to be held on Thursday, 9 June 2022

Report of the Head of Service - Business Intelligence

Part I

Electoral Division affected:
(All Divisions);

Corporate Priorities:
Delivering better services;

Report on Corporate Performance Management 2021/22 Quarter 4

(Appendices 'A' - 'B' refer)

Contact for further information:

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Brief Summary

This report provides an overview of the key performance indicators to enable monitoring of performance against the four priorities of the corporate strategy:

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

Previously quarterly monitoring reports have been presented to the Cabinet Committee on Performance Improvement, which was disestablished by Cabinet on 5 May 2022.

This report covers quarter 4 of the existing performance framework and provides the final overview for this suite of indicators.

Work is underway to refresh the performance framework for the current Corporate Strategy, and a revised suite of indicators will be included in the 2022/23 quarter 1 report.

Recommendation

Cabinet is asked to consider and comment on quarter 4 performance and the additional information set out in Appendices 'A' and 'B'

Detail

The report at Appendix 'A' provides an analysis of the latest available quarter 4 2021/22 performance information. Appendix 'B' provides a detailed suite of performance data, including (where possible) trend information and targets.

There are 31 high level Key Performance Indicators included in the 2021/22 quarter 4 Corporate Performance Report, and overall, 39% (12) of the Key Performance Indicators are performing at or above the expected level, 16% (5) are slightly under target and 45% (14) are off track and recovery action is required, the details of which are included in this report.

Highlights of good performance includes:

- Street lighting faults being repaired within target timescales
- Children and young people receiving targeted early help support from Children and Families Wellbeing service which successfully meets their identified needs
- Use of library services
- Quality of adult social care community service providers
- Effectiveness of reablement for older people discharged from hospital

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:

- Sickness absence rates
- Safety carriageway defects repaired within target timescales
- Adults with learning disabilities in employment
- Jobs created by Boost
- Adults and older people needing safeguarding intervention and having
- Admissions to residential and nursing care for adults and older people

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.

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A