

REPORT 2

HARBOROUGH DISTRICT COUNCIL

REPORT TO THE CABINET MEETING OF 29 NOVEMBER 2021

PUBLIC REPORT: Yes

EXEMPT REPORT: No

Report Title	Performance, Quarter 2 2020/21 Year
KEY DECISION	No
Report Author	Liz Elliott: Deputy Chief Executive
Purpose of Report	To present the Cabinet with details of the performance of the Council against the Corporate Delivery Plan at the end of Quarter 2 of the 2021/22 year.
Reason for Decision	Performance is monitored and reported to Members on a quarterly basis as part of the Council's Performance Management Framework.
Portfolio (holder)	Cllr Dann, Corporate Portfolio
Corporate Priorities	Your Council
Financial Implications	None arising directly from this report.
Risk Management Implications	Risks are managed alongside performance through the Council's Performance Management database. Risk reports are provided to the Cabinet at regular intervals during the year.
Environmental Implications	None arising directly from this report.
Legal Implications	None arising directly from this report.
Equality Implications	Equality actions are identified as part of the Business Planning Process and are captured where relevant for each Key Activity.
Data Protection Implications	None arising directly from this report.
Consultation	The Scrutiny Commission is due to consider the contents of this report at its meeting on 25 November 2021.
Options	The Council's Performance Management Framework provides that performance will be reported on a regular basis. Therefore, the alternative (to not produce this report) was not considered.
Background Papers	<ul style="list-style-type: none">• Corporate Delivery Plan, 2021/22 year• Performance Management Framework
Recommendation	That the Cabinet receives and considers the performance of the Council at the end of Quarter 2 of the 2021/22 year.

1. Introduction

1.1 Performance is monitored and reported on to Officers and Members on a quarterly basis as part of the Council's Performance Management Framework. Performance Reports are submitted to both Scrutiny and the Cabinet via quarterly reports.

1.2 This report consists of:

- **Appendix A: Key Activities in Detail**

This contains a performance summary of each of the Key Activities identified in the Corporate Delivery Plan for the 2021/22 year including a status, progress comment and next steps.

- **Appendix B: Strategic Performance Dashboard**

The Strategic Performance Dashboard consists of the Council's key performance indicators for each priority. It is designed to provide an overview of how the Council is performing. The Council's Performance Management database contains information on a wider range of performance indicators including further indicators from the Corporate Delivery Plan and operational indicators. Exceptions are addressed through one-to-one Portfolio Holder meetings and via the Performance Improvement Board. The status of these items is categorised as: 'Green' (on or better than the set target), 'Amber' (within a tolerance of 5% below the target) or 'Red' (5% or more below target). The Direction of Travel column indicates whether the indicator has changed status since the previous month. Direction of Travel is stated as either 'Better', 'Same' or 'Worse'.

1.3 Officers are required to provide a status of 'Red', 'Amber', 'Green' or 'Complete' for each Key Activity. Definitions of these are as follows:

Status	Description
Red	Planned actions have not been achieved or have missed their target date. Issues are now impacting on delivery or expected outcomes.
Amber	Most actions completed. Some issues recognised which may impact on the delivery or expected outcomes.
Green	Planned actions completed, project on track. There are no known issues.
Complete	The project has been completed.

2. Key Facts

2.1 Status of Key Activities (as shown in Appendix A)

Figure 1 below shows the status of all 34 Key Activities at the end of Quarter 2 of the 2021/22 year. 2 (5.9%) Key Activities were completed. 27 (79.4%) Key Activities had a status of Green. 5 (14.7%) Key Activities had Amber status. 0 Key Activities were classed as Red status.

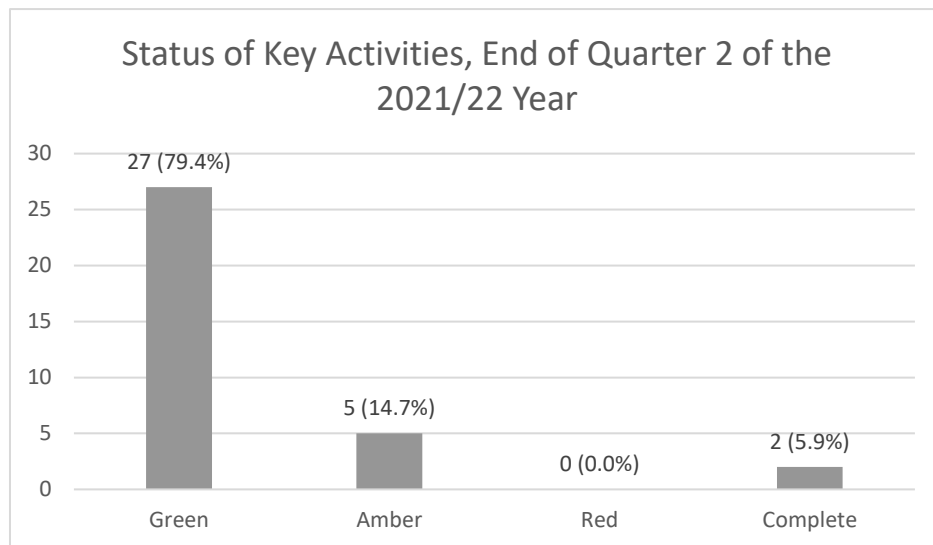


Figure 1 Status of Key Activities, End of Quarter 1 of the 2021/22 year

2.3 Performance Improvement Board (PIB)

During Quarter 2 of the 2021/22 year, meetings of the PIB were primarily concerned with assessing Team Plans and challenging actions and targets within them.

2.4 Exceptions

The following key performance indicators on the Strategic Performance Dashboard, as shown in Appendix B, were Red status at the end of Quarter 2 of the 2021/22 year.

2.4.1 Number of new affordable housing completions during the year

End of Quarter 2 status = Red

Comments

42 affordable housing units were completed during Quarter 2 of the 2021/22 year. The target for Quarter 2 was 45 units. The target for the end of the year is 179 units. It is anticipated that, as construction activity increases during the 2021/22 year, the target for the year will be met. However, this continues to be

monitored and progress will be reported at quarterly intervals throughout the year.

2.4.2 **Number of Interventions carried out to encourage owners of empty properties to bring them back into use**

End of Quarter 2 status = Red

Comments

This work was put on hold during the 2020/21 year so that staff could deal with the response to the Covid-19 Pandemic. Work resumed during Quarter 2 of the 2020/21 year and continues to gather pace through the 2021/22 year. It is hoped that the shortfall in interventions during Quarters 1 and 2 will be corrected in subsequent Quarters and the target for the year (35 interventions) met.

2.4.3 **Number of attendances at sport and physical activities**

End of Quarter 2 status = Red

Comments

The target for the year is 25,000 attendances (6,250 per Quarter). Data was not available to report at the end of Quarter 1 but has since become available. So, the figure reported here (8,496) is a combined total for Quarters 1 and 2. 8,496 is 32% short of the target for the end of Quarter 2 which was 12,500.

Numbers continue to increase as recovery from the pandemic progresses.

2.4.4 **Less than 10% of major planning decisions allowed at appeal**

End of Quarter 2 status = Red

Comments

During Quarter 2 of the 2021/22 year, 12.5% (1 out of 8) major planning applications appeals had been allowed. The year-to-date (Quarters 1 and 2) position is 6.3% (1 out of 16), which is within the target of <10%. Therefore, this red result for Quarter 2 is not considered to be of concern.

2.4.5 **Lutterworth Footfall**

End of Quarter 2 status = Red

Comments

During Quarter 2 of the 2021/22 year, footfall in Lutterworth was measured at 344,470 (11.7% short of the target of 390,000).

Footfall continues to be monitored and will be reported at quarterly intervals as recovery from the pandemic progresses.

2.4.5 Stage 1 and Stage 2 complaints responded to within 20 working days

End of Quarter 2 status = Red

Comments

During Quarter 2 of the 2021/22 year, 84.2% (32 out of 38) of corporate complaints had been responded to within the target time of 20 working days. The year-to-date position is 90.6% (455 out of 502), which is 0.6% better than the target of 90%. Therefore, this red result for Quarter 2 is not considered to be of concern.

Information Issued Under Sensitive Issue Procedure: No

Appendices:

- A. Key Activities in Detail, End of Quarter 2
- B. Strategic Performance Dashboard, End of Quarter 2