

Corporate Performance Report Quarter 2 2020-21

Overview and Scrutiny	19 January 2021
Report Author	Tim Willis, Deputy Chief Executive and S.151 Officer
Portfolio Holder	Councillor Rick Everitt, Leader
Status	Information
Classification:	Unrestricted
Key Decision	No
Ward:	All Wards

Executive Summary:

This report presents the latest Corporate Performance up to 30 September 2020 setting out the performance of the Council against the Corporate Plan.

Recommendation(s):

1. To note the Council's performance for the period up to 30 September 2020.
2. To review a proposed refreshed approach to corporate performance for 2021-22 and provide suggestions for Cabinet to consider prior to adoption. This will be tabled at the meeting.

CORPORATE IMPLICATIONS

Financial and Value for Money	All activities listed have been planned within the Council's agreed budget. Remedial actions will usually be carried out within existing budgets, where this is not possible funding proposals will be taken through the appropriate channels in keeping with the Council's established financial controls.
Legal	There are no legal implications directly arising from this report.
Corporate	This is the monitoring report against the Corporate Priorities as agreed at Council on 15 October 2015 and details the performance against the targets set.
Equalities Act 2010 & Public Sector Equality Duty	Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.

Protected characteristics: age, gender, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.

Please indicate which aim is relevant to the report.	
Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act,	
Advance equality of opportunity between people who share a protected characteristic and people who do not share it	✓
Foster good relations between people who share a protected characteristic and people who do not share it.	

The report looks to monitor the performance of the Council across all the residents within the District.

An Equalities Impact Assessment has been undertaken and there is no reason to state at this time that the content of the Corporate Priorities will negatively impact on any groups with protected characteristics. The priorities focus on improving the quality of life in Thanet for all. Opportunities to further the aims of the Duty will be investigated during equality impact analysis of individual projects, plans and strategies arising from the priorities.

CORPORATE PRIORITIES	
A Clean and Welcoming Environment	✓
Promoting Inward Investment and Job Creation	✓
Supporting Neighbourhoods	✓

CORPORATE VALUES	
Delivering Value for Money	✓
Supporting the Workforce	✓
Promoting Open Communications	✓

1.0 Introduction and Background

- 1.1. Corporate performance indicators were due to be refreshed in 2020-21 to measure progress against the council's new Corporate Statement. As a result of workloads needing to change to support the council's activity with the COVID-19 pandemic, a refresh of the council's approach to corporate performance, including the introduction of new indicators, has been moved back to 2021-22. This means that performance for the council for the current financial year has been monitored against the former Corporate Plan (2015-19) indicators.
- 1.2. Annex 1 shows trend information on Key Performance Indicators and contextual information to ascertain the progress of the District against the corporate priorities and values.

2.0 Current Performance

- 2.1 The information attached outlines the Council's performance for the quarter ending September 2020.
- 2.2 The following table summarises performance against targets. The full data is included in Annex 1 - Key Performance Trends. As indicated in the table below and reflected in the commentary within the report, the council has seen overall performance impacted by the increased demands of responding to the COVID-19 pandemic. For context, the last quarter of performance reported in 2019/20 was 5 red, 3 amber and 16 green.

Section of Report	R	A	G
Clean and Welcoming Environment	2	1	3
Supporting Neighbourhoods	2	0	4
Promoting Inward Investment and Job Creation	1	0	2
Statistical Information	2	2	5
Total	7	3	14

- 2.3 Areas which have moved to a lower RAG rating include the percentage of anti-social behaviour service requests responded to in the service standard response time, Major Planning Applications determined within 13 weeks or agreed timescale and percentage of Business Rates collected.

Within Annex 1, commentary is provided for those indicators where performance is below target (red measures). Commentary is not provided for measures which are meeting, exceeding or within 5% of the target.

The freedom of information response rate is one area where performance improvement has meant an increase to a higher RAG status, from red to amber.

2.4 A Clean and Welcoming Environment



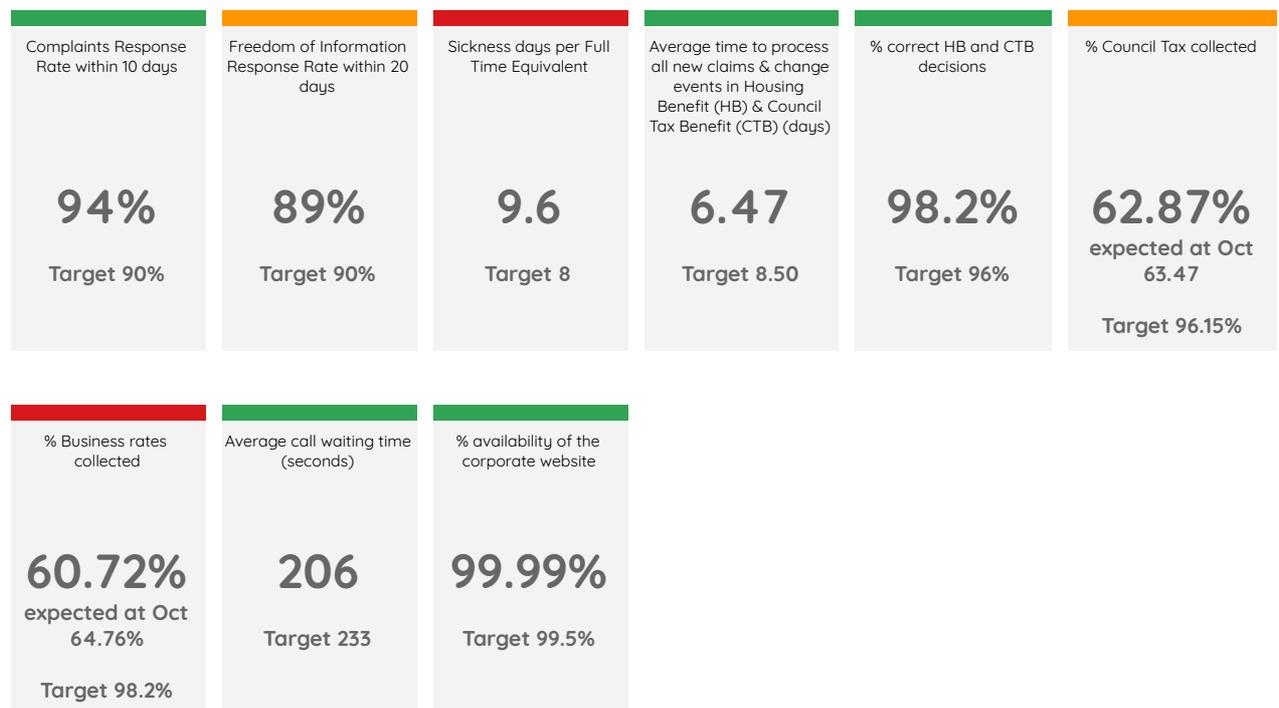
2.5 Supporting Neighbourhoods



2.6 Promoting Inward Investment and Job Creation



2.7 Statistical Information



3.0 Options

- 3.1 Note the report (Annex 1 - Key Performance Trends) and make any recommendations to Cabinet.

3.2 Note the proposed approach for corporate performance monitoring for 2021-22 which will be presented at the meeting. Make any recommendations to Cabinet.

Contact Officer:	Hannah Thorpe – Director of Communications
Reporting to:	Tim Willis – Deputy Chief Executive and S.151 Officer

Annex List

Annex 1	Annex 1 – Key Performance Trends
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Background Papers

Title	Details of where to access copy
Corporate Priorities 2015-2019	https://www.thanet.gov.uk/info-pages/corporate-priorities-and-values-2015-2019/
Corporate Priorities 2015-2019, Equalities Impact Assessment	Email: Carol.cook@thanet.gov.uk

Corporate Consultation

Finance	Chris Blundell, Head of Finance and Procurement
Legal	Estelle Culligan, Head of Legal and Democratic Services