

REPORT FROM: CHIEF EXECUTIVE
TO: POLICY AND RESOURCES COMMITTEE
DATE: 27TH MAY 2021

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**PERFORMANCE INDICATORS UPDATE:
1ST APRIL 2020 – 31ST MARCH 2021**

PURPOSE OF REPORT

1. The purpose of this report is to provide the Policy and Resources Committee with performance monitoring information on the key performance indicators delivered by and on behalf of the Council.

RECOMMENDATIONS

2. It is recommended that the Policy and Resources Committee:-
 - i) comment as appropriate on the performance information provided (as shown at [Appendix 1](#));
 - ii) note the position and comment as appropriate on the key issues affecting performance over the year.

REASONS FOR RECOMMENDATION

3. To inform the Policy and Resources Committee of performance monitoring information relating to the Council's key performance indicators.

ISSUE

4. A basket of 29 corporate key performance indicators (KPIs) has been devised to provide Members with a gauge of performance representing a range of services delivered by and on behalf of the Council.
5. Please find attached the performance information for these KPIs, for the period 1st April 2020 – 31st March 2021, as Appendix 1.

6. Performance has stayed the same when compared with Q3 2020/21. Given the unprecedented situation experienced during this year, performance on the whole is considered to be fairly good despite a large number of targets not having been met.
7. The key issue affecting performance across the delivery of all services delivered by and on behalf of the Council, has been the Coronavirus emergency. The impact has been varied, with some services being unable to be delivered, such as those where home visits / business premises inspections are required, and some services have seen performance increase due to their role in the COVID-19 response, such as Communications.
8. The response to the outbreak has continued to see business critical services maintained via the re-deployment of staff where necessary and appropriate, and some services taking on additional work to fulfil new and emerging guidance and regulations issued by Government, such as the Track and Trace Support Scheme, Contact Tracing Scheme, etc.
9. Taking the above into account, the Policy and Resources Committee is requested to review the performance information and comment as appropriate on any matters of concern and that may need further action to be taken, whilst also keeping in mind that Coronavirus still continues to cause much of the disruption to performance.

IMPLICATIONS

Policy

10. There are no policy implications arising directly from the contents of this report.

Financial

11. There are no financial implications arising directly from the contents of this report.

Legal

12. There are no legal implications arising directly from the contents of this report.

Risk Management

13. There are no risk management implications arising directly from the contents of this report.

Health and Safety:

14. There are no health and safety implications arising directly from the contents of this report.

Climate Change:

15. There are no sustainability implications arising directly from the contents of this report.

Community Safety:

16. There are no community safety implications arising directly from the contents of this report.

Equality and Diversity:

17. There are no community safety implications arising directly from the contents of this report.

APPENDICES

Appendix 1 – Key Performance Indicators Update for the period ending 31st March 2021

LIST OF BACKGROUND PAPERS

- Performance data received from individual services
- Supporting commentary received from individual services
- Pentana Performance Management Software reports