

**Report To:** Overview and Scrutiny

**Date of Meeting:** 9<sup>th</sup> December 2020

**Report Title:** Performance Monitoring Quarter 2 (2020/21) Update

**Report By:** Jane Hartnell, Managing Director

**Key Decision:** N/A

**Classification:** Open

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### Purpose of Report

1. To provide councillors with an update on progress against key activities and performance indicators outlined in HBC's [corporate plan](#) during quarters 1 and 2 (1 April to 30 September), including new or changed activities (see HBC's [recovery intentions](#)) as a result of Covid 19.
2. To outline progress in terms of refreshed performance reporting arrangements as part of our developing corporate standard.

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### Recommendation(s)

1. That the committee's comments on performance for the quarters specified be addressed by the relevant lead councillors with appropriate action and report back
2. That staff be thanked for their hard work and achievements

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### Reasons for Recommendations

1. To assist the council to undertake performance management arrangements.

## **Introduction**

1. The council agreed its corporate plan and budget back in February 2020. Shortly after, Covid 19 spread (and continues to resurge) with unprecedented impacts across the globe.
2. Council capacity and resources continue to be focused on addressing the local impacts of the pandemic and as a result full performance reporting has been delayed and council activity has needed to adapt accordingly.
3. This report highlights performance progress for key activities and performance indicators (PI) for quarters 1 and 2 (April -September 2020) based on [corporate plan](#) and [recovery theme](#) commitments.
4. Performance information is provided in a new dashboard format to enable an overview of performance and to focus in on performance exceptions where appropriate.
5. This new dashboard format intends to enable easier completion and performance updates by services managers and, over time, an easier format for the public to track what the council does, how it pays for it and any key risks via the council's website.

## **Performance reporting**

6. Key activities and PIs are set out by service area at the link below in dashboard format:  
<https://www.hastings.gov.uk/my-council/performance/>
7. A snapshot of overall performance per quarter is given before presenting performance by each service area in bar charts.
8. A RAG rating is used to determine progress where Green reflects performance on track, and Red and Amber are 'exceptions' – will not (Red) or might not (Amber) meet expected performance.
9. When you click on Red, Amber or Green in the bar charts you will then be given further detail on the associated key activities or PIs from within that service area.
10. Where performance is Red or Amber (an exception) an explanation should be provided outlining why expected performance is not being met.
11. In line with the request from the Overview and Scrutiny committee to report by exception, comments are usually only provided for Red and Amber targets.
12. Where the target is a Performance Indicator (PI) rather than a key activity, you will be able to view a target and direction of travel for comparison, where set.
13. At the top of the Dashboard there is a current total number of key activities and PIs and just below is a link that will show all service area key activities or PIs with a Red or Amber status for either or both quarters 1 and 2.

## **Timetable of Next Steps**

14. Included a list of key actions and the scheduled dates for these:

Action	Key milestone	Due date (provisional)	Responsible
Record and collate views of O and S on performance	Minutes and associated actions drafted and approved.	16 <sup>th</sup> Dec 2020	Committee Administrator
Coordinating feedback on questions, queries & issues raised but not addressed at this meeting	O and S Chair approval that issues raised were addressed.	End Dec 2020	Continuous Improvement and Democratic Services Officers

## Policy Implications

Reading Ease Score: 46.6

### Please identify if this report contains any implications for the following:

Equalities and Community Cohesiveness	Y/N
Crime and Fear of Crime (Section 17)	Y/N
Risk Management	Y/N
Environmental Issues & Climate Change	Y/N
Economic/Financial Implications	Y/N
Human Rights Act	Y/N
Organisational Consequences	Y/N
Local People's Views	Y/N
Anti-Poverty	Y/N
Legal	Y/N

## Additional Information

<https://www.hastings.gov.uk/my-council/performance/>

<https://www.hastings.gov.uk/my-council/performance/pmfeedback/>

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## Officer to Contact

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