

Report To: Overview and Scrutiny Committee

Date of Meeting: Wednesday, 8 September 2021

Report Title: Performance Monitoring Quarter 1 (2021/22) update

Report By: Mark Horan (Continuous Improvement and Democratic Services Manager)

Key Decision: N/A

Classification: Open

Purpose of Report

To provide a summary of performance for Quarter 1 (April -June) for 2021/22 including associated performance indicator targets for the year ahead.

Recommendation(s)

1. That the Overview and Scrutiny Committee review performance for Quarter 1 and associated performance indicator targets for the year ahead.
2. That staff be thanked for their hard work and achievements to date.

Reasons for Recommendations

1. To assist the council to undertake performance and financial monitoring arrangements.

Introduction

1. The Council [updated](#) its four year [corporate plan \(2020/24\)](#) in February 2021. This update takes into account new or changed activities brought about as a result of the pandemic.
2. Pre pandemic, the Overview and Scrutiny committee would have ordinarily received performance indicator targets for the year ahead at their quarter four meeting, however given the demands of the pandemic this was not possible.
3. Instead these are included in this report and the Overview and Scrutiny Committee are invited to review performance measures, targets and associated progress for Quarter 1 2021/22.
4. Performance reporting and updates continue to be reported in a Dashboard format and the intention remains to build and improve on the success of the dashboard introduced during 2020/21.

Performance reporting

1. The Dashboard at the following link sets out the 2021/22 performance measures and progress against these for quarter 1 2021/22.
<https://www.hastings.gov.uk/my-council/performance/>
2. On the dashboard, a snapshot of overall performance per quarter is given before presenting performance by each service area in bar charts.
3. 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.
4. When you click on Red, Amber or Green in the bar charts you will then be given further detail on the associated performance measures from within that service area.
5. Where performance is Red or Amber (an exception) an explanation should be provided outlining why expected performance is not being met.
6. In line with the request from the Overview and Scrutiny committee to report by exception, comments are usually only provided for Red and Amber performance status.
7. Where the target is a Performance Indicator (PI) you will be able to view a target where set and the views of the Overview and Scrutiny committee are welcomed on these as per recommendation 1 of this report.
8. At the top of the Dashboard there is a link that will show all service area performance exceptions with a Red or Amber status at quarter one.

Options

9. No alternative options were considered. Regular performance monitoring is required to ensure the Overview and Scrutiny Committee can undertake its scrutiny function as set out in the Constitution.

Timetable of Next Steps

10. Please include 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.	15 th September 2021	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 September 2021	Continuous Improvement and Democratic Services Officers

Wards Affected

Policy Implications

Reading Ease Score:

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

See links in the main body of the report.

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