

**Report To:** Overview and Scrutiny Committee

**Date of Meeting:** Tuesday, 8 March 2022

**Report Title:** Performance Monitoring Quarter 3 (2021/22) update

**Report By:** Jane Hartnell Managing Director

**Key Decision:** N/A

**Classification:** Open

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### **Purpose of Report**

To provide a summary of performance for Quarter 3 (Oct -Dec) for 2021/22.

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### **Recommendation(s)**

1. That the Overview and Scrutiny Committee review performance for Quarter 3.
2. That staff be thanked for their hard work and achievements to date.

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### **Reasons for Recommendations**

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

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## 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. This report sets out a summary of council performance for quarter 3 (Oct – Dec 2021).
3. 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. Performance measures and targets are set out by service area at the link below in dashboard format:

<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 key activities or PIs 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 targets.
7. Where the target is a Performance Indicator (PI) you will be able to view a target where set.
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.	8 March 2022	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 March 2022	Continuous Improvement and Democratic Services Officers

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## Wards Affected

All.

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## 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

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## Additional Information

Links embedded into the main body of the report.

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## Officer to Contact

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