

SUBJECT:	A REVIEW OF 2019/20 INCLUDING OUR COVID-19 RESPONSE
DIRECTORATE:	CHIEF EXECUTIVE'S
REPORT AUTHOR:	PAT JUKES, BUSINESS MANAGER – CORPORATE POLICY

1. Purpose of Report

- 1.1 To present to Performance Scrutiny Committee a review of 2019/20 including our Covid-19 response. This includes the Quarter 4 Performance Report.

2. Executive Summary

- 2.1 This report is a review of performance during 2019/20 including details of our response to the Covid-19 pandemic. It includes Q4 performance outturn for the year, as well as the period of the emergency response starting in March 2020, and the services we deployed from then.
- 2.2 The next performance report will cover Qs 1 and 2 and will include information on other services and programmes commissioned in the recovery period.

3. Main body of report

- 3.1 Regular monitoring of the Council's operational performance is a key component of the Local Performance Management Framework. However, due to the Covid-19 pandemic, full lockdown in the UK and need for the council, like all other businesses, has had to make dramatic changes in order to keep critical services functioning, as well as deliver a community leadership role for our city as this time of crisis. This report therefore covers not only Q4 performance, but also includes the council's response to the pandemic and lockdown starting in March 2020, and the services we deployed from then.

- 3.2 The report is in the following format:

- Introduction from Angela Andrews
- COVID-19 Business Support Service
- COVID-19 Community Support Service
- Helping the vulnerable, homeless and rough sleepers
- Supported Housing and Lincare Home Support
- OUR KEY PARTNERS
- Customer Services
- Communications and Social Media
- Revenues and Benefits
- Bereavement Services
- Community Services
- Food Safety Enforcement
- Emergency Housing Repairs

- Support from other services
- Support for staff
- Looking forward
- Q4 Performance

3.3 The main body of the report can be found at Appendix A.

3.4 The next performance report will cover Qs 1 and 2 and will include information on other services and programmes commissioned in the recovery period.

4 Strategic Priorities

This report principally covers Q4 2019-20 and at that time the relevant strategic priorities were as set out in Vision 2020: Let's drive economic growth; Let's reduce inequality; Let's deliver quality housing; Let's enhance our remarkable place. Vision 2025 was adopted in March with the strategic priorities: Let's drive inclusive economic growth; Let's reduce all kinds of inequality; Let's deliver quality housing; Let's enhance our remarkable place' Let's address the challenge of climate changes. As this report is purely concerned performance there are no direct impacts on strategic priorities. However, as the report provides performance information it contributes to the overall picture of how the council is performing and therefore meeting its strategic priorities.

5 Organisational Impacts

5.1 Finance (including whole life costs where applicable) - there are no direct financial implications as a result of this report. Further details on the Council's financial position can be found in the financial report elsewhere on the agenda.

5.2 Legal Implications including Procurement Rules - there are no direct implications

5.3 Equality, Diversity and Human Rights

The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

This report provides information on the council's performance and activity undertaken in response to the Covid-19 pandemic. Should any equality and diversity concerns be noted when considering the report and data within it, they will be passed to the relevant service(s) for resolution.

5.4 Human Resources - there are no direct implications

5.5 Land, Property and Accommodation - there are no direct implications

5.6 Significant Community Impact - there are no direct implications

5.7 Corporate Health and Safety implications - there are no direct implications

6 Risk Implications

6.1 (i) Options Explored – not applicable

6.2 (ii) Key risks associated with the preferred approach – not applicable

7. Recommendations

7.1 Members are asked to:

a) Comment on the contents of the report.

b) Highlight any area for which they want to look at performance in more detail at a future meeting

c) Refer the report to Executive.

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules apply? No

How many appendices does the report contain? One – Appendix A: A review of 2019/20 including our Covid-19 response

List of Background Papers: None

Lead Officer: Pat Jukes, Business Manager, Corporate Policy. Telephone (01522) 873657