

SUBJECT:	OPERATIONAL PERFORMANCE REPORT
DIRECTORATE:	CHIEF EXECUTIVE
REPORT AUTHOR:	HEATHER GROVER – PRINCIPAL POLICY OFFICER

1. Purpose of Report

- 1.1 To present to Members a summary of the operational performance position for quarters one and two of the financial year 2020/21 (from April 2020 to September 2020)

2. Executive Summary

- 2.1 City of Lincoln Council, like all other businesses, has had to make dramatic changes as a result of the lockdown resulting from the COVID19 pandemic, not only to ensure that we kept our critical services functioning, but also like councils across the country, to deliver a community leadership role for our city in this time of crisis.
- 2.2 As a result, the council was not in a position to produce a performance report for quarter one, and therefore we have now produced a combined report for the first two quarters of 2020/21. This gives an indication, beyond the usual operational measures, of how the whole council has performed in effectively leading our communities during the emergency response and rising to the challenge of reprioritising our workload to meet different needs.

3. Main body of report

- 3.1 The full report is attached as Appendix A and provides information on performance for quarters one and two. It covers key operational performance measures identified by Members and CMT as of strategic importance.
- 3.2 Not all data is available because of the changes which arose as a result of the different needs and ways of working required in our response to the first period of lockdown. The report therefore includes in addition to commentary on operational performance measures further commentary on how service areas, including many not usually reported on, responded to the pandemic. Where it has not been possible to get data, commentary has been provided for that service.
- 3.3 We have also taken this opportunity to record how, many staff have gone above and beyond in their service to the council, city and its residents during the pandemic. The statistics do not measure this response, but it is evidence which demonstrates the council's performance in responding to the challenges of the current situation.

- 3.4 Appendix B provides the full quarterly measures table for all directorates.
- 3.5 The format for the report has been changed. This is to ensure better web accessibility in line with new legislation.

4 Strategic Priorities

- 4.1 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 change – As this report is purely concerned with service performance there are no direct impacts on Strategic Priorities, although clearly the better the performance the more services can contribute towards 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 performance quarterly report elsewhere on the agenda.
- 5.2 Legal Implications including Procurement Rules – There are no direct legal implications
- 5.3 Equality, Diversity & Human Rights - Any impact of poor performance on individual groups is the responsibility of the relevant service area to consider. This report is simply a summary monitoring tool.

6. Risk Implications

- 6.1 (i) Options Explored – not applicable
- 6.2 (ii) Key risks associated with the preferred approach – not applicable

7. Executive is asked to:

- 7.1 a) Comment on the achievements, issues and any future concerns noted this quarter
- 7.2 b) Relevant portfolio holders to ensure management has a local focus on those highlighted areas showing deteriorating performance

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? Two - Appendices A and B

List of Background Papers: None

Lead Officer:

Nathan Walker – Senior
Corporate Performance and
Engagement Officer - Ext 3315