

SUBJECT: SERVICE DELIVERY DURING OUR COVID-19 RESPONSE

DIRECTORATE: CHIEF EXECUTIVE AND TOWN CLERK

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1. Purpose of Report

- 1.1 To present to Committee a summary of how services have performed during the pandemic with a focus on quarter three, as well as an indication of plans for future operation.

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 COVID-19 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 produced a combined report for the first two quarters of 2020/21. This gave 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.
- 2.3 At the end of quarter three we find ourselves in a third national lockdown and therefore it has been agreed to delay the quarter end performance report and follow the pattern for the first half of the year, producing a combined report for quarters three and four following the end of the financial year. However, to ensure members remain informed on service performance we have produced this narrative report, providing a flavour of what services have done over quarter three as well as providing an indication of their plans for the future when restrictions are eased and eventually lifted.

3. Main body of report

- 3.1 The full report is attached as Appendix A. It provides a narrative summary of performance for quarter three and covers all service areas. It also comments on plans for future in terms of practical service delivery.
- 3.2 Some limited data is included where it is of particular interest, but generally statistical information will be included in the combined report following the end of quarter four.
- 3.3 The report focuses on providing a narrative summary of how each service area has been delivering services with restrictions in place, and in particular during quarter three and the current lockdown. Service areas have also provided comment on how they see their services operating in the future, and whether some of the changes made as a result of

COVID-19 might continue after current restrictions are lifted. The first section of the report highlights some of the key opportunities and challenges that have been identified by services.

- 3.4 The final section of the report provides a brief update on target setting for 2021/22 performance reports.

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 – There are no direct equality implications as a result of this report.

6. Executive is asked to:

- 6.1 a) Comment on the achievements, issues and any future concerns noted
b) Relevant Portfolio Holders to note progress on the challenge of tackling COVID-19 pandemic and discuss further recovery plans with their Service Leads

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 - Appendices A

List of Background Papers: None

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