

SUBJECT: OPERATIONAL PERFORMANCE REPORT Q3-Q4 2020/21

DIRECTORATE: CHIEF EXECUTIVE'S

REPORT AUTHOR: PAT JUKES – BUSINESS MANAGER CORPORATE POLICY

1. Purpose of Report

- 1.1 To present to Executive an outturn summary of the council's performance in the year 2020/21.

2. Executive Summary

- 2.1 This report covers the last two quarters of 2020/21 in detail, reverting back to the standard performance reporting format.

In the quarterly performance report there are 17 quarterly performance measures with RED (below target) statuses – almost all of which have been worsened as a direct or indirect result of the pandemic situation

There are also 18 quarterly measures with GREEN (above target) statuses, with the remaining 14 being within the acceptable boundaries.

Note the 16 volumetric measures are there to add context to the performance measures where appropriate, but they are not considered performance as such and hence retained under the violet colour.

3. Background

- 3.1 City of Lincoln Council, like all other local authorities, has had to make dramatic changes as a result of the three national lockdowns resulting from the COVID-19 pandemic, not only to ensure that we kept our critical services functioning, but also to deliver a community leadership role for our city in a time of crisis.
- 3.2 Previous position reports to committee have highlighted the excellent work undergone within and across services which has enabled us to maintain all key services to customers with minimal negative effect.

They have shown the journey from the start of the pandemic towards the recovery stage and indicated how the whole council has performed together as One Council in the challenge of reprioritising our workload to meet our customer needs.

- 3.3 So it is pleasing to be able to report that at the end of quarter four we are now able to report performance figures for most of our key services - therefore we will now resume our usual performance reporting format.

Thus this report will present the performance of service areas and directorates against our agreed performance measures and targets, as well as corporate performance measures.

4. The data appendices

- 4.1 The full report is attached as **Appendix A**, with the Strategic Measures Dashboard attached as **Appendix B**, and the annual measures as **Appendix C**. It provides a summary table of results by directorate plus a narrative summary of performance for quarters three and four for each of the key services
- 4.2 The written report focuses on service areas that have surpassed or not met their targets. It offers commentary on why this is the case and what steps are in place to remedy any issues.

5. Strategic Priorities

- 5.1 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.

6. Organisational Impacts

- 6.1 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.
- 6.2 Legal Implications including Procurement Rules - There are no direct legal implications
- 6.3 Equality, Diversity and Human Rights There are no direct equality implications as a result of this report, as this report summarises service performance only.

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

7. Risk Implications

- 7.1 (i) Options Explored – n/a
- 7.2 (ii) Key risks associated with the preferred approach – n/a

8. Recommendation

- 8.1 The Executive is asked to comment on the achievements and issues identified this quarter.

Is this a key decision?	No
Do the exempt information categories apply?	No
Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply?	No
How many appendices does the report contain?	Three (A, B and C)
List of Background Papers:	None
Lead Officer:	Pat Jukes Business Manager, Corporate Policy