

**SUBJECT: OPERATIONAL PERFORMANCE REPORT Q1 2021/22**

**DIRECTORATE: CHIEF EXECUTIVE'S**

**REPORT AUTHOR: PAT JUKES – BUSINESS MANAGER CORPORATE POLICY**

## **1. Purpose of Report**

- 1.1 To present to Executive a summary of the council's performance in Q1 of 2021/22.

## **2. Executive Summary**

- 2.1 This report covers the first quarter of 2021/22, with the data found in two Appendices A and B.

There are 17 quarterly measures with RED (below target) statuses – all of which have been worsened as a direct or indirect result of the pandemic situation  
There are also 16 quarterly measures with GREEN (above target) statuses, with the remaining 14 being within the acceptable boundaries.

## **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 Whilst formal performance reporting was limited in the first half of 2020/21, we restarted reporting in quarter four and we are now able to report performance figures for our key services and have resumed 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**. It provides a summary table of results by directorate plus a narrative summary of performance for quarter one for each of the key services.
- 4.2 The written report focuses mainly 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.

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 has no direct effect on Equality in itself, but through measurement of services we are constantly able to review the quality of them for all recipients.

## **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?** Two

**List of Background Papers:** None

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