

SUBJECT:	OPERATIONAL PERFORMANCE REPORT Q2 2021/22
DIRECTORATE:	CHIEF EXECUTIVE'S
REPORT AUTHOR:	PAT JUKES – BUSINESS MANAGER CORPORATE POLICY

1. Purpose of Report

- 1.1 To present to Performance Scrutiny Committee an outturn summary of the council's performance in Q2 of 2021/22.

2. Executive Summary

- 2.1 This report covers the second quarter of 2021/22, with the data found in three Appendices A, B and c

There are 18 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 15 quarterly measures with GREEN (above target) statuses, with the remaining 14 being within their acceptable boundaries.

It should be noted that we are still facing unprecedented circumstances within many of our services, and in addition to the normal review of service performance – this quarter there are additional contextual background notes to support members in understanding the level of disruption that we are still facing.

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** and the Annual measures attached as **Appendix C**.

Between them this provides a narrative summary of performance for Q2 for each of the key services plus a summary table of results by directorate.

- 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.

Legal Implications including Procurement Rules - There are no direct legal implications

- 6.2 Equality, Diversity and Human Rights There are no direct equality implications as a result of this report.
- 6.3 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 Comment on and recommend the content of the report to Exec on 22nd November 2021

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 Officers:

Pat Jukes
Business Manager, Corporate Policy
Scott Lea
Acting Performance & Engagement officer