



REPORT TO:	ENVIRONMENT AND PERFORMANCE COMMITTEE
DATE:	25 TH JULY 2023
SUBJECT:	QUARTER 3/4 PERFORMANCE REPORT
PORTFOLIO HOLDERS:	COUNCILLOR DORRIAN – LEADER OF THE COUNCIL
REPORT OF:	JAMES GILBERT, ASSISTANT DIRECTOR – CORPORATE
REPORT AUTHOR:	SUZANNE ROLFE, INSIGHTS AND TRANSFORMATION MANAGER
WARD(S) AFFECTED:	ALL
EXEMPT REPORT?	NO

SUMMARY

This performance report covers Q3 and Q4 of 2022/23, up to the end of March 2023.

This may assist Committee members to identify areas of particular interest to add to their work programme.

RECOMMENDATION

To note the performance information and consider if there are any items that Committee members would like to add to the Committee's future work programme.

REASONS FOR RECOMMENDATIONS

This is a regular quarterly performance report to potentially feed in to plans for the Committee's future work programme.

OTHER OPTIONS CONSIDERED

Alternative reporting arrangements

1. BACKGROUND

- 1.1 A joint performance management framework was agreed across the South & East Lincolnshire Councils Partnership for 2022/23 to support the delivery of services.
- 1.2 Key Performance Indicators (KPIs) have been agreed through the service planning process to capture performance against the strategic priorities of the Partnership and the individual Councils.
- 1.3 A combined performance report has been presented to Senior Leadership Team (SLT) and this information has then been split out by Council for Executive reporting. This report was received by Boston Cabinet on 28th June 2023.
- 1.4 This report presents the performance information for Boston Borough Council for Quarter 3 and Quarter 4, to the end of March 2023.

2. PERFORMANCE (APPENDIX A)

- 2.1 In total there are 54 KPIs, 23 of which are trend only indicators. Of the 32 target measures, 22 are on or better than target, 6 are within tolerance and 4 are worse than target. Indicators and targets were developed to stretch performance in services.

CONCLUSION

Overall, performance in Q3 and Q4 of 2022/23 was in line with targets and remedial action is in place where required.

EXPECTED BENEFITS TO THE PARTNERSHIP

A Partnership approach is in place, which provides the ability to share best practice and resilience to mitigate key risk areas

IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCIL'S PARTNERSHIP

A Partnership approach is in place.

CORPORATE PRIORITIES

Whole report.

STAFFING

None specific to this report.

CONSTITUTIONAL AND LEGAL IMPLICATIONS

None specific to this report.

DATA PROTECTION

None specific to this report.

FINANCIAL

None specific to this report.

RISK MANAGEMENT

None specific to this report.

STAKEHOLDER / CONSULTATION / TIMESCALES

Consultation with SLT

REPUTATION

None specific to this report.

CONTRACTS

None specific to this report.

CRIME AND DISORDER

None specific to this report.

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None specific to this report.

HEALTH AND WELL BEING

None specific to this report.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None specific to this report.

ACRONYMS

- 2Y: 2 year rolling period
- B&B: Bed & Breakfast accommodation
- BAU: Business As Usual
- CC: Customer Contact
- DD: Direct Debit
- KPIs: Key Performance Indicators
- Q: Quarterly (Q1: April to June; Q2: July to September; Q3: October to December; Q4: January to March)
- NDR: Non-domestic rates (business rates)
- R&B: Revenues & Benefits
- SLT: Senior Leadership Team
- YE: Year End (April to March)

APPENDICES

Appendices are listed below and attached to the back of the report: -

APPENDIX A

Q3/4 performance

BACKGROUND PAPERS

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

CHRONOLOGICAL HISTORY OF THIS REPORT

This performance information was reported to Cabinet on 28th June 2023.

REPORT APPROVAL

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