



<b>REPORT TO:</b>	ENVIRONMENT AND PERFORMANCE COMMITTEE
<b>DATE:</b>	31 <sup>ST</sup> OCTOBER 2023
<b>SUBJECT:</b>	QUARTER 1 PERFORMANCE REPORT
<b>PORTFOLIO HOLDERS:</b>	COUNCILLOR DORRIAN – LEADER OF THE COUNCIL
<b>REPORT OF:</b>	JAMES GILBERT, ASSISTANT DIRECTOR – CORPORATE
<b>REPORT AUTHOR:</b>	SUZANNE ROLFE, INSIGHTS AND TRANSFORMATION MANAGER
<b>WARD(S) AFFECTED:</b>	ALL
<b>EXEMPT REPORT?</b>	NO

#### **SUMMARY**

This performance report covers Q1 of 2023/24, up to the end of June 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 2023/24 to support the delivery of services. Key Performance Indicators (KPIs) have been agreed to capture performance against the strategic priorities of the Partnership and the individual Councils.
- 1.2 A combined performance report for Quarter 1 of 2023/24 (April to June 2023) has been presented to Senior Leadership Team (SLT) and this information has then been split out by Council. This report was received by Boston Cabinet on 20<sup>th</sup> September 2023.

## **2. PERFORMANCE (APPENDIX A)**

- 2.1 In total there are 61 KPIs, 31 of which are trend only indicators. Of the 30 target measures, 20 are on or better than target, 1 is within tolerance and 9 are worse than target. Indicators and targets were developed to stretch performance in services.
- 2.2 Cabinet reviewed the target for Land Charges for the rest of the financial year – the average number of days taken to process Local Authority searches. 6 working days was a stretch target compared to 10 working days last year. In light of the HMLR Migration Project work across the Partnership, 8 working days is still stretching but more realistic in the circumstances.

## **CONCLUSION**

Overall, performance in Q1 of 2023/24 is 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	Q1 performance
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## 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 20<sup>th</sup> September 2023.

## REPORT APPROVAL

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