REPORT TO:	CABINET
DATE:	27th MARCH 2024
SUBJECT:	QUARTER 3 REPORT – PERFORMANCE AND RISK
KEY DECISION:	YES
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 is the quarterly report covering performance and risk monitoring information for Quarter 3 of 2023/24 (as at December 2023).

RECOMMENDATION

That Cabinet notes the quarterly performance and risk monitoring information for Q3 of 2023/24

REASONS FOR RECOMMENDATIONS

Members are accountable for the delivery of the Council's priorities and this monitoring information should be used as a tool to report on progress and highlight any key challenges forecast

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 3 of 2023/24 (as at December 2023) has been presented to Senior Leadership Team (SLT) and this information has then been split out by Council for reporting to Cabinet.

2. PERFORMANCE (APPENDIX A)

2.1 In total there are 62 KPIs. 32 are target measures, of which 23 are on or better than target, 3 are within tolerance and 5 are worse than target and 1 is not available. 30 are trend measures. Indicators and targets were developed to stretch performance in services.

3. RISK MANAGEMENT (APPENDIX B)

3.1 The strategic risk register has been reviewed for Q3, as at the end of December 2023.

3.2 A summary of the strategic risks, scores and changes since the last report are set out in the table below, with full details in Appendix B.

Risk	Risk score	Changes in Q3	Direction of travel
Economic hardship	High (12)	Reference to the UK Poverty Report added to impact/consequences as requested by A&G to support the scoring of this risk	↔
Health	Medium (9)	Reference to GP waiting lists added as requested by A&G	↔
Local economy	Medium (9)	Reference to Boston Market added as requested by A&G	↔
~~Sustainability~~	~~Medium (6)~~	Risk Owner has advised deleting this risk as it duplicates new risk BBC22; agreed by SLT	Deleted
Budget	High (15)	No change to risk score	↔
Civil contingency risks	Medium (8)	No change to risk score	↔
Infrastructure risks	Medium (8)	No change to risk score	↔
Capital Programme	Medium (6)	No change to risk score	↔
General Fund Assets	Low (4)	No change to risk score	↔
Cyber Incident	High (15)	No change to risk score	↔
Technology infrastructure failure	High (10)	No change to risk score	↔
Implementation of the Environment Act 2021	High (16)	No change to risk score	↔
Introduction of Extended Producer Responsibility	Medium (9)	No change to risk score	↔

Risk	Risk score	Changes in Q3	Direction of travel
Identification and Suitability of future Depot Accommodation	High (15)	Risk score reviewed by SLT- this was showing the same score as East Lindsey in error. The correct score for Boston is now shown and is high rather than critical. Future options are being investigated.	Corrected
Waste Collection Round Pressures	Medium (9)	No change to risk score	↔
Capacity	High (12)	No change to risk score	↔
Third Party Service Delivery	Medium (9)	No change to risk score	↔
External Communication	Medium (6)	No change to risk score	↔
Retention of staff	Medium (8)	No change to risk score	↔
Service Delivery	Medium (9)	No change to risk score	↔
Internal Communications	High (12)	No change to risk score	↔
Net Zero target	Medium (8)	New risk	New

3.3 A summary of the strategic risks to the partnership, scores and changes since the last report are set out in the table below, with full details in Appendix B.

Risk	Risk score	Changes in Q3	Direction of travel
Vision	Medium (9)	No change to risk score	↔
Trust	Medium (9)	No change to risk score	↔
Sovereignty	Medium (9)	No change to risk score	↔
Takeover	Medium (9)	No change to risk score	↔
Culture	Medium (9)	No change to risk score	↔
LGR	High (12)	No change to risk score	↔
Funding	High (16)	No change to risk score	↔
Staffing	High (12)	No change to risk score	↔

3.4 Risk workshops are being held in February and March for Deputy Chief Executives (DCXs) and their Assistant Directors (ADs) to thoroughly review all strategic, operational, partnership and fraud risks for Q4 reporting as at the end of March 2024.

3.5 The workshops will review the risks against the priorities in the sub-regional strategy and will focus on improving the wording of the risks, in particular ensuring that actions are specific and have timescales attached. There will also be the opportunity to look at the pros and cons of whether or not inherent risk should be included in the reporting, a question raised during the recent internal audit.

CONCLUSION

Overall, performance in Q3 of 2023/24 is in line with targets and remedial action is in place where required.

Strategic and operational risks continue to be managed in accordance with the Risk Management Framework.

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
Section 3 of the report and Appendix B.

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
- A&G: Audit & Governance Committee
- AD: Assistant Director
- B&B: Bed & Breakfast accommodation
- BAU: Business As Usual
- CC: Customer Contact

- DCX: Deputy Chief Executive
- DD: Direct Debit
- KPIs: Key Performance Indicators
- LGR: Local Government Reorganisation
- 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 performance
APPENDIX B	Q3 risks

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 A report on this item has not been previously considered by a Council body

REPORT APPROVAL	
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