



**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

**Finance, Economic Development and  
Corporate Services Overview and Scrutiny  
Committee**

23 February 2021

**Report of:** Councillor Kelham Cooke  
The Leader of the Council



## Q3 Performance Report

This paper sets out performance reporting for quarter three of 2020/21 (October – December). It shows the Council’s performance data in dashboard format for the key priorities of this Overview and Scrutiny Committee as agreed by committee members.

### Report Author

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Corporate Priority:	Decision type:	Wards:
<b>Administrative</b>	<b>Administrative</b>	<b>All Wards</b>

<b>Reviewed by:</b>	Victoria Brackenbury, Organisational Development and Change Manager	29 January 2021
<b>Approved by:</b>	Shahin Ismail, Director of Law and Governance	2 February 2021
<b>Signed off by:</b>	Karen Bradford, Chief Executive	11 February 2021

### Recommendation (s) to the decision maker (s)

1. Note quarter three performance results shown in dashboard format for the key services.
2. Support the continued transformation and improvement of performance reporting.

# **1 The Background to the Report**

- 1.1 An overview of performance against agreed indicators is set out below for quarter three of 2020/21. The performance dashboards are included in appendices 1-6. The dashboards show performance against targets, as well as benchmarking information where available. An updated commentary also explains the performance and any associated implications.
- 1.2 These dashboards are evolving documents and Members of the Committee are invited to suggest improvements and request additional information which will, where possible, be incorporated into the design.
- 1.3 A separate report will be presented at this session of the Finance, Economic Development and Corporate Services Overview and Scrutiny Committee, detailing proposals for an additional set of performance indicators. These are directly aligned to the Corporate Plan and will be published alongside the existing dashboards at future sessions.

# **2 Dashboard Summaries**

- 2.1 Rent Collection (Appendix 1), Council Tax (Appendix 2) and Non-domestic Rates (Appendix 3) all report a slightly under performance forecast which is expected due to the suspension of the Recovery Policy for a number of months during 2020. The challenges with respect to collection are expected to continue for the remainder of the financial year and for 2021/22.
- 2.2 Appendix 4 demonstrates Planning process performance is above national targets for determining the 3 significant planning application types in time. Challenge in reducing the average days to determination has been recognised and the commentary includes planned actions to tackle this.
- 2.3 As requested at the meeting of the Finance, Economic Development and Corporate Services Overview and Scrutiny Committee on 10 November 2020, additional information on the number of households in the top priority bands of the housing register and the type of affordable homes provided has been included in this version of appendix 5.
- 2.4 It is also noted that housebuilding performance within the district has met 99% of the three-year housing target as reported in the housing delivery test results.
- 2.5 Appendix 6 displays complaints and compliments received in the year to date. Street Care services attracts a significant volume of the customer feedback recorded, both as complaints and compliments. Given the high volume of customer interaction this front-line service experiences, this is to be expected. However, a challenge has been identified in separating out genuine complaints from requests for service, for example fly tipping reports or missed bins (which include bins not collected due to contamination). A review of customer feedback received in July and August 2020 demonstrated that this lack of clear categorisation of feedback and service requests has had an impact on figures reported (approximately +5.5%).
- 2.6 Following this review, changes to the complaints process have been made and it is anticipated that an improved dashboard will be available to members for the quarter 4 report. This is expected to improve accuracy of reporting as well as including additional detail such as root cause, resolution, and ward information.

### **3 Corporate Plan Performance indicators**

- 3.1 The South Kesteven Corporate Plan 2020-23 was approved by Council on 1 October 2020. This includes a number of actions, key performance indicators and targets for which the Finance, Economic Development and Corporate Services Overview and Scrutiny Committee will have oversight.
- 3.2 The data for measuring success against these Corporate Plan performance indicators is not currently available on the existing set of dashboards. Once the Committee endorses a set of indicators, new dashboards will be prioritised for development and published in the new financial year.

### **4 Key Terms and Definitions**

#### **4.1 Benchmarking groups**

Where possible benchmarking groups have been selected to provide context to South Kesteven's performance figures. The benchmarking datasets are explained below:

- Council Tax and Non-Domestic Rates: The benchmarking groups for these measures are provided by the Chartered Institute of Public Finance and Accountancy (CIPFA). Authorities are matched against a range of different measure to ensure near statistical neighbour comparisons are possible.
- Rents: Benchmarking for this area is currently under review to ensure that the authority is compared with similar organisations and that a meaningful comparison can be undertaken. This will be included in future reports once the review has been completed.

#### **4.2 Definitions**

The dashboards seek to present information in plain English. However, a small number of technical terms are still used. These are explained below.

- Major applications are those for more than 10 dwellings or over 1,000 sqm non-residential floorspace.
- Non-major applications are those which include householder, minor and other types of applications.
- Minor applications are those for less than 10 dwellings or below a floorspace of 1,000 sqm for non-residential development. It includes applications for change of use.
- Other applications include householders, listed building consent and advertisement consent applications.

### **5 Financial Implications**

- 5.1 The financial considerations where appropriate are referenced throughout this report.

**Financial Implications reviewed by: Richard Wyles, Interim Director of Finance**

### **6 Legal and Governance Implications**

- 6.1 Regular reporting on agreed performance dashboards is to be welcomed from a governance point of view, as it provides a transparent mechanism for reporting on performance.

**Legal Implications reviewed by: Mandy Braithwaite, Legal Executive**

## **7 Equality and Safeguarding Implications**

7.1 There are no issues relating to equality and diversity or safeguarding resulting from this report. Any issues that do arise relating to individual items will be addressed as required.

## **8 Risk and Mitigation**

8.1 No significant risks have been identified.

## **9 Community Safety Implications**

9.1 No significant implications have been identified.

## **10 How will the recommendations support South Kesteven District Council's declaration of a climate emergency?**

10.1 The contents of this report do not have a direct impact on the Council's carbon emissions or the carbon emissions of the wider district.

## **11 Appendices**

Appendix 1 – Rents Performance Dashboard

Appendix 2 – Council Tax Performance Dashboard

Appendix 3 – Non-Domestic Rates Performance Dashboard

Appendix 4 – Planning Process Performance Dashboard

Appendix 5 – House Builds Performance Dashboard

Appendix 6 – Complaints Performance Dashboard

<b>Report Timeline:</b>	Date of Publication on Forward Plan (if required)	N/A
	Previously Considered by: Finance, Economic Development and Corporate Services Overview and Scrutiny Committee	10 November 2020
	Final Decision date	N/A