

**Report to:** **Scrutiny Committee**

**Date of Meeting:** 10th September 2020

**Public Document:** Yes

**Exemption:** None

**Review date for release** [Click here to enter review date for release of document if currently covered by exemption above or state "None".](#)



**Subject:** **Quarterly monitoring of performance – 1<sup>st</sup> quarter 2020/21 April to June 2020**

**Purpose of report:** This report provides performance information and progress against our performance indicators from across the council services.

**Recommendation:** **It is recommended that Members consider performance against delivery of our key performance indicators for the 1<sup>st</sup> quarter of 2020/21 so that issues can be addressed in a timely way.**

**Reason for recommendation:** So that Members can gain a clear view of progress against what we said we would deliver in our council plan and service plans and deal with performance issues arising

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**Portfolio Holder:** Portfolio Holder Corporate Services and COVID-19 Response and Recovery

**Financial implications:** There are no direct financial implications.

**Legal implications:** No legal comments are required

**Equalities impact:** Low Impact  
If choosing High or Medium level outline the equality considerations here, which should include any particular adverse impact on people with protected characteristics and actions to mitigate these. Link to an equalities impact assessment form using the [equalities form template](#).

**Climate change:** Low Impact

**Risk:** Comments  
Low Risk

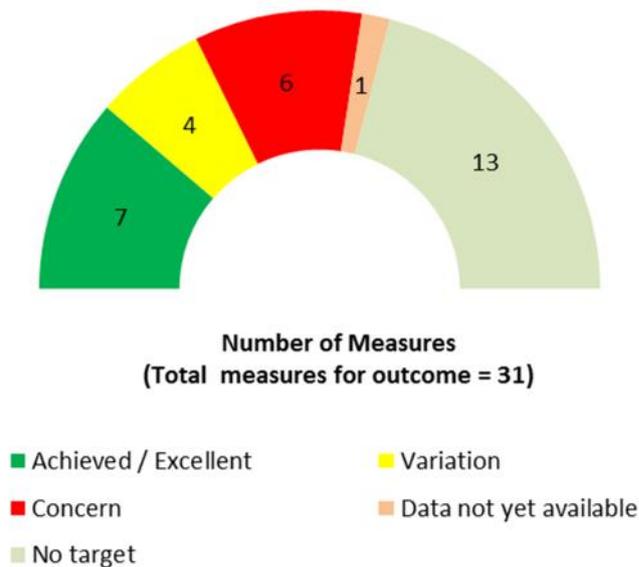
A failure to monitor performance may result in customer complaints, poor service delivery and may compromise the Council's reputation.

**Links to background information:** [Appendix A – Performance indicator progress Q1](#)  
[Appendix C - Explanations and definitions.](#)

**Link to [Council Plan](#):** Choose Priorities and delete what not appropriate.  
Click here to enter which of the Council's priorities this report covers – Encouraging communities to be outstanding; Developing an outstanding local economy; Delivering and promoting our outstanding environment; Continuously improving to be an outstanding council.  
Outstanding Council and Council Services

## Report in full

1. This quarterly report will only be providing details of our performance of our council wide performance indicators. This quarter will not include performance against our council plan or our service objectives which are both under review following the change in administration and the impact of the Covid-19 crisis.



2. Several of our performance indicators are showing on track or variation but six are showing a status of concern.

**Number of households living in temporary accommodation** - The outbreak of Covid-19 has seen a sudden and dramatic rise in the use of temporary accommodation, with factors including the 'everybody in' policy from central government and the additional homeless situations created by the lockdown period. Some people have been accommodated where they would not ordinarily be accommodated, under a power, and they remain accommodated at this moment in time. This trend is common throughout the region with all LA's experiencing rises in homeless applicants in need of emergency accommodation. Working closely with MHCLG we have drawn up plans for future pandemic related homelessness, and we are anticipating further homeless pressures when the moratorium on evictions is lifted and the furlough scheme concludes.

**Number of affordable homes delivered (gross)** – There has been a lack of movement with the housing market owing to the covid-19 situation affecting our programme of acquisitions, and housing association partner's development programmes were impacted by the construction industry shut down and gradual recovery.

**Percentage of Non-domestic Rates Collected** - This drop is to be expected in light of Covid-19. Clearly, it's had a significant impact on businesses, which in turn has reduced their revenue.

**Percentage of Stage 2 complaints responded to within stated timeframes** - This relates to one complaint exceeding the deadline due to complexity of matters raised and a temporary stop on housing repairs work during lockdown.

**Days taken to process new Housing Benefit claims** - The reason for the number of days taken to process applications going up is most likely down to the sheer volume of work we have received.

East Devon have been sent 1505 new claims by Universal Credit between the 23 March and 03 June. For the same period last year we received 344 new claims. Those cases all need to be looked at even if they don't all end up as new claims. All of the UC records we have been sent for 23 March to 03 June 2020 is 6859 whilst the same period last year was 2226. This is only the figure for work we have been sent from Universal Credit. We have continued to receive work from other sources as normal.

Our case load figures between annual billing and 01 May show an increase of 411 cases but at that point we still had the majority of UC cases to process so this may have increased further.

Since 18 May 2020 we have also received 1084 pieces of manual work that we wouldn't normally expect to receive. This is a mixture of work including things like having to award Exceptional Hardship to customers so that they don't lose out after receiving the extra money given by the government e.g. the rise in the standard allowance rate for Universal Credit.

We have also had to develop an application process and put into place resources to help those through DHP/EHF means who were left with no income at short notice, such as the self-employed who couldn't work during the lockdown.

We have been focussing on processing the cases sent to us by Universal Credit over the last week and will continue with this over the coming week. As at the end of last week these are no older than two weeks and the numbers outstanding had reduced to 587. We have also continued to make sure that we keep our work received from other sources no older than two weeks.

**Percentage of Other planning applications determined within 8 weeks** - The lockdown has temporarily impacted on the performance for other planning applications. This is mainly in relation to applications for house extensions as a greater percentage of these are submitted in paper form and the switch to working at home required new processes to be put in place, that were initially less efficient than working in the office (working at home on a laptop at a table looking at many electronic documents being less efficient compared to sitting at an office desk with two screens and paper), and this has temporarily impacted upon performance. Alongside this, we have seen an increase in the number of applications for house extensions and related applications and enquiries being submitted. However, now that the new processes are in place and officers have access to Council computers and screens at home, it is expected that the performance indicator will be met in the next quarter.

3. Further details of the progress of our performance indicators can be found in [appendix A](#)

4. Website statistics - from 1 April 2020 to 30 June 2020

- ) 392,055 visits to our website (58,808 more than the same period last year)
- ) 1,127,882 page views
- ) 246,917 unique visitors
- ) 65,488 returning visitors
- ) 50.71% bounce rate (the percentage of visitors to our website who navigate away from the site after viewing only one page)

5. The download statistics for the East Devon app up to the 30th June 2020:

- ) Android: 6,250
- ) Apple iOS: 16,170
- ) Total: 22,420