

Report to: Scrutiny Committee



Date of Meeting 4 March 2021

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

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## Quarterly monitoring of performance – 3rd quarter 2020/21 October to December 2020

### **Report summary:**

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 3rd 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(s) (check which apply):

- Climate Action
- Coast, Country and Environment
- Corporate Services and COVID-19 Response and Recovery
- Democracy and Transparency
- Economy and Assets
- Finance
- Policy Co-ordination and Regional Engagement
- Strategic Planning
- Sustainable Homes and Communities

### **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:** 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 Q3](#)

[Appendix C - Explanations and definitions.](#)

### Link to [Council Plan](#):

Priorities (check which apply)

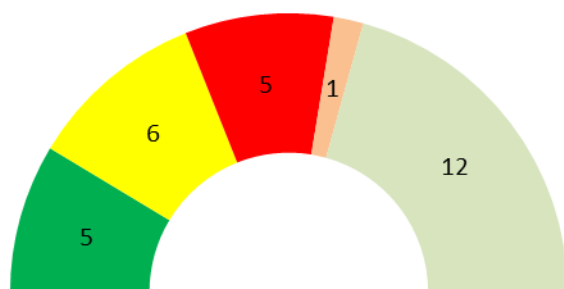
- Outstanding Place and Environment
- Outstanding Homes and Communities
- Outstanding Economic Growth, Productivity, and Prosperity
- Outstanding Council and Council Services

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### Report in full

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.



**Number of Measures**  
(Total measures for outcome = 31)

- Achieved / Excellent
- Variation
- Concern
- Data not yet available
- No target

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

**Number of households living in temporary accommodation** - As a snapshot as of 31.12.20 there are 52 households in temporary accommodation, made up as follows:

- 33 in emergency accommodation-B&B or holiday lets (19xsingles and 14xfamilies)
- 8 in supported accommodation (Gissage House)
- 12 in EDDC sock (4xfamilies and 1xsingle in EDDC properties, 7 singles in HMO)

- 1 family in a private sector lease property

The overall figure includes rough sleepers accommodated under a power (3) and rough sleepers accommodated under severe weather provisions (SWEPP)

**Working days lost due to sickness absence** - A full report evaluating the sickness data for this year will be produced in April. Well-being advice and wellness courses being promoted through weekly staff communications.

**Percentage of Stage 2 complaints responded to within stated timeframes** - This relates to three complaints exceeding deadline during a very busy period. The reason for delay is down to workload on the part of the information and complaints team and also other service areas whose contribution was needed in order to respond to complaints. Where a complaint cannot be responded to within deadline, we communicate with complainants to explain the reason for delay and provide an expected response timescale.

**Percentage of FOI responded to within the statutory time limits** - During this period there was a problem with the Lagan system and the auto email function which meant that, although our responses were sent within time limits, the system did not actually send the emails and so some recipients will not have received their response on time. Unfortunately, the system did not highlight that the messages had not been sent and so this was not picked up immediately. The problem has now been resolved by Strata but we have not received feedback in terms of what the cause of the issue was.

**Days taken to process new Housing Benefit claims** - The number of days taken to process new claims has reduced slightly from days taken in October and November as we have been focussing on clearing the outstanding work.

We are still experiencing a high amount of work coming into the team. For example, we have received over a 1000 pieces of work per week from our customers and the Department for Works and Pensions since week commencing 19.10.2020. (This does not include work from Test and Trace, hardship requests due to Covid-19 or the Housing Benefit award accuracy).

A proportion of this work relates to new claims: latest quarterly figures show there has been an 8.35% increase in working age claims since September 2020.

We are continuing to focus our efforts on processing new applications as quickly as possible. However, the number of days taken to process applications are unlikely to reduce significantly in January due to:

- the Christmas closure
- the amount of work we have returned to and
- the latest lockdown.

We are also entering into our end of year processes where we traditionally receive more work that needs to be dealt with before our systems can be updated for the new financial year.

3. Further details of the progress of our performance indicators can be found in appendix A.

4. Website statistics - from 1 October 2020 to 31 December 2020

- 338,234 visits to our website (206,009 more than the same period last year)
- 899,821 page views
- 222,967 unique visitors
- 52,324 returning visitors

- 49.84% 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 30th December are as follows:

- Android: 6,230
- iOS: 19,130
- Total: 25,360 (up 505 on last quarter)