

Report to: Scrutiny Committee



Date of Meeting 10 June 2021

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Quarterly monitoring of performance – 4th quarter 2020/21 January to March 2021

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 4th 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.

Officer: Joanne Avery- Management Information Officer – javery@eastdevon.gov.uk

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 Q4](#)
[Appendix C - Explanations and definitions.](#)

Link to [Council Plan](#):

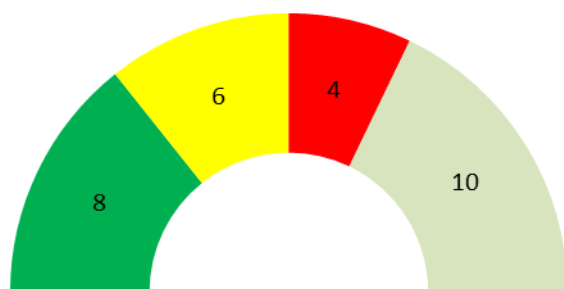
Priorities (check which apply)

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

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 = 28)

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

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

Number of households living in temporary accommodation - Overall number of households in temporary accommodation includes 28 households in spot purchase accommodation (ie B&B/holiday lets) 4 of which are being accommodated following the serving of Prohibition Orders by the Private Sector Housing team.

Working days lost due to sickness absence - A full absence report looking at short and long term absence trends is due to be published in June. Throughout this year wellbeing advice and courses (such as mental health awareness) have been offered to all staff through our weekly staff communication and HR have been working proactively to help support those staff on longer term absence.

Percentage of Stage 2 complaints responded to within stated timeframes - The complaints team and services are experiencing a period of very heavy workload resulting in some deadlines being missed. The complainant is kept informed with progress wherever possible.

Days taken to process new Housing Benefit claims - As per previous months we are still receiving a high amount of work in the section. We are continuing to prioritise new claims and to look at the processes to reduce the number of days below our target of 13 days. However this is likely to take some further time before this has an effect.

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

4. Website statistics - from 1 January 2021 to 31 March 2021

- 390,008 visits to our website
- 1,093,370 page views
- 230,544 unique visitors
- 58,642 returning visitors
- 46.95% bounce rate (the percentage of visitors to our website who navigate away from the site after viewing only one page)

Full year data 2020/2021

