

Report to: Scrutiny Committee



Date of Meeting 7<sup>th</sup> October 2021

Document classification: Part A Public Document

Exemption applied: None

Review date for release: N/A

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## Quarterly monitoring of performance – 1st quarter 2021/22 April to June 2021

### Report summary:

This report provides performance information and progress against our performance indicators and key objectives from across the council services.

### Is the proposed decision in accordance with:

Budget Yes  No

Policy Framework Yes  No

### Recommendation:

It is recommended that Members consider performance against delivery of our key performance indicators for the 1st quarter of 2021/22 so that issues can be addressed.

### Reason for recommendation:

So that Members can gain a clear view of progress against what we said we would deliver in our service plans and deal with performance issues arising

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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities
- Tourism, Sports, Leisure and Culture

**Equalities impact** Low Impact

**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**

**Link to [Statement of Intent](#)**

Priorities (check which apply)

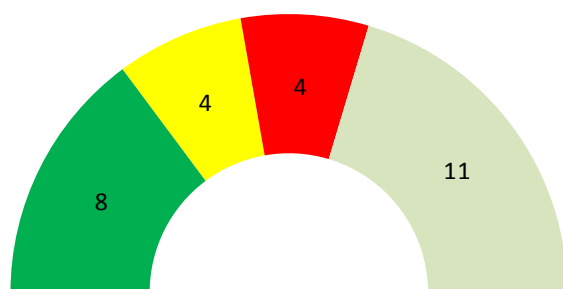
- Better Homes and Communities for all
- Greener East Devon
- A resilient Economy
- Services that matter

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**Report in full**

1. This quarterly report will be providing details of our performance of our council wide performance indicators and key objectives from our service plans. This quarter will not include performance against our council plan which is 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 four are showing a status of concern.



**Number of Measures**  
(Total measures for outcome = 27)

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

**Number of households living in temporary accommodation** – Numbers of homeless households in need of emergency accommodation have risen considerably since the pandemic began, mainly in due to the effects of the pandemic. These numbers have increased without the main contributing factor for homelessness in the district year on year prior to the pandemic, namely households losing accommodation in the private sector, where we have seen restrictions placed on landlords from evicting tenants in the private sector only recently lifted. We expect to see the numbers of homeless households requiring emergency accommodation to continue.

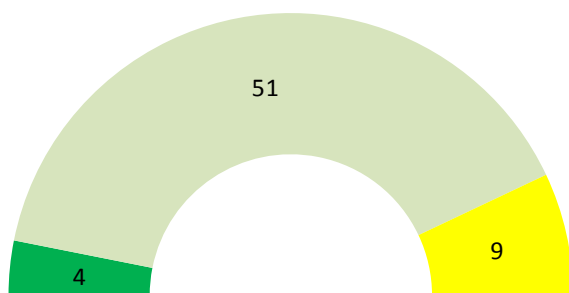
**Working days lost due to sickness absence** - Absence at the end of the quarter is higher than expected however there has been a decline in absence in following months and is now showing as a variation to the target.

**Percentage of planning appeal decisions allowed against the authority's decision to refuse** . – Four appeal decisions received for the month of August; two appeals allowed and two appeals dismissed. The two dismissed appeals, however, are not subject of the performance indicator.

**Percentage of Stage 2 complaints responded to within stated timeframes** - Due to very heavy workloads for frontline service and complaints teams and the complex nature of some complaints received, it has not been possible to meet our response deadline on all occasions. Where it is not possible, we always try to maintain contact with complainants to provide a progress update.

See [Appendix A](#) for more details of the key performance indicators for quarter one 2021-22.

3. All of our current key service objectives that have been taken from the Service plans for 2021-22 are showing as on track to be achieved or with a variation which would indicate a mild concerns or minor setback for the objective.



**Number of Measures**  
(Total measures for outcome = 336)

■ Achieved ■ On Track ■ Variation ■ No data ■ Concern

See [Appendix B](#) for more details of the service key objectives and their current status.

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**Financial implications:**

There are no direct financial implications

**Legal implications:**

No legal comments are required