

Report to: Scrutiny Committee



Date of Meeting 3rd March 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Quarterly monitoring of performance – 3rd quarter 2021/22 October to December 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 3rd 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

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

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](#)

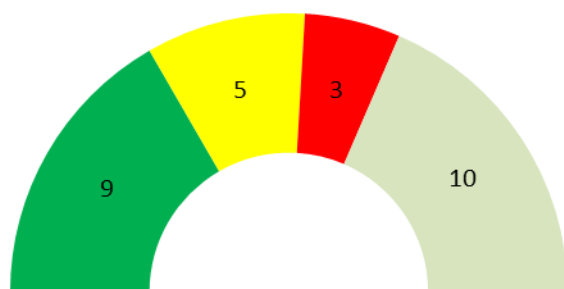
Priorities (check which apply)

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

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 will be reported on from the first quarter of 2022/23.

2. Several of our performance indicators are showing on track or variation but three 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 – An overall total of 47 households in temporary accommodation at the end of December 2021, 20 of which were spot purchase arrangements (ie B&B's/holiday lets). The overall number is likely to increase with the introduction of EDDC properties being used as temporary accommodation, an additional 2 were added in this quarter with plans for 3 more to become available in January, all of which were long term voids.

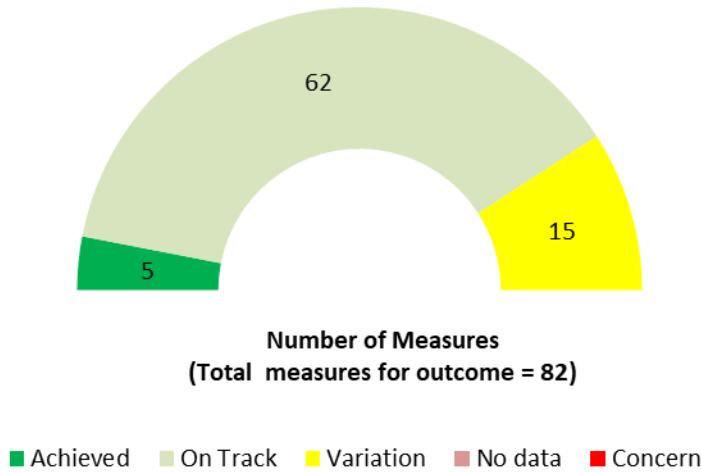
Working days lost due to sickness absence - Absence has continued with the same trend previously reported in November. The end of year outturn is currently projected to be 9.83 days per person. This increase is due to the rise in cases in Housing, Health and Environment. We continue to monitor absence in these areas carefully and use early intervention to reduce absence as far as possible.

Percentage of planning appeal decisions allowed against the authority's decision to refuse. – Whilst during the year to date 42% of appeals have been allowed against a target of 30%, it is

hoped that this can be improved over the remaining quarter. The only trend that can be identified in the allowed appeals is a continued difficulty in defending appeals against the refusal of proposals for house extensions.

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.



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

Financial implications:

There are no direct financial implications

Legal implications:

No legal comments are required