

Report to: **Scrutiny Committee**



Date of Meeting 7th July 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Quarterly monitoring of performance – 4th quarter 2021/22 January to March 2022

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 4th 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

[Appendix A – A year in the life of EDDC 2021/22](#)

[Appendix B – Performance indicator report quarter four 2021/22](#)

[Appendix C – Service objectives report quarter four 2021/22](#)

Link to [Statement of Intent](#)

Priorities (check which apply)

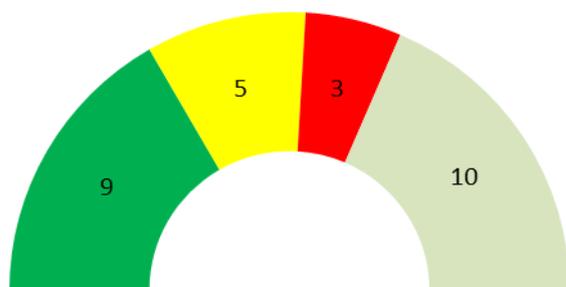
- Better Homes and Communities for all
- Greener East Devon
- A resilient Economy
- Services that matter

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. It also includes a roundup of some of the outputs and achievements from across the authority throughout 2021/22.

2. [Appendix A – Year in the life of EDDC](#) provides an overview of some of the work that the services completed last year that is not captured in the SPAR reporting in appendix B and C.

3. 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 – Snapshot total of 54 households in temporary accommodation, which includes 28 households in spot purchase arrangements. Within this number are 5 single applicants being accommodated using additional Protect&Vaccinate funding, and 1 other single applicant accommodated under SWEP (severe weather emergency provisions).

Within the overall total is a higher number of EDDC properties being used as temporary accommodation, 8 units in the HMO specific for homeless applicants and another 10 various EDDC properties across the district.

Working days lost due to sickness absence - The number of working days lost per FTE overall within the Council due to sickness absence has decreased from 0.82 FTE days lost in December 2021 to 0.76 FTE days lost in March 2022 and is currently slightly lower than the average per month for 2021/22 (0.79 days).

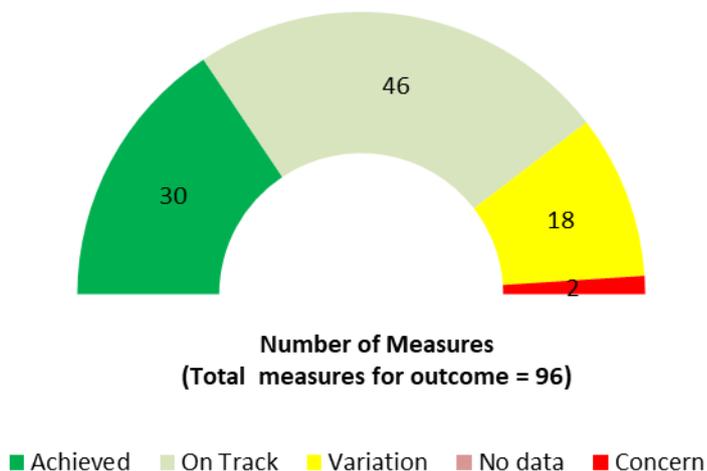
Sickness absence, plus other data, is regularly reported to [Personnel Committee](#).

Percentage of planning appeal decisions allowed against the authority's decision to refuse.

– We note the lower than usual/expected performance in relation to planning appeals and the Development Manager is looking into the reasons for this. Once completed a report will be presented to Planning and Strategic Planning Committees with the findings and any lessons learnt. First indications are that the drop in performance is related to the Planning Inspectorate being more flexible in their approach to appeals and policy, the continued difficulty in justifying a refusal of house extensions and a number of appeals lost following decisions at Planning Committee.

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

4. Most 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.



There are 2 that are showing a status of concern.

Deliver the Clyst Valley Regional Park proposals including engaging with key stakeholders and the community; Continue to work with partners to prioritise projects within the masterplan • Identify funding sources to deliver projects within the masterplan - Expression of Interest to Heritage Lottery for 'Living Lanes' failed. Reviewing funding strategy. Good progress on other projects including Routes for Roots (engagement of Thelma Hulbert Gallery, excellent tree planting delivery) and Clyst Valley Trail (on track for public consultation in May)

To work across the Council to identify opportunities to reduce the impact of our activities including reductions in both commuting and business miles travelled by the implementation of our green travel plan. - Discussions are ongoing around the introduction of a zero emission vehicle trial as an alternative to use of ICE vehicles for Council business journeys. Planned implementation April or May 2022.

See [Appendix C](#) 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