

HOMES & COMMUNITIES COMMITTEE

22 NOVEMBER 2021

COMMUNITY PLAN PERFORMANCE – YEAR TO DATE

1.0 Purpose of Report

1.1 To present the year to date performance report covering Q1 and Q2 (April to September 2021).

2.0 Background Information

2.1 We are taking a new approach to performance to develop performance management from a counting device and into a tool for change. This is done by analysing data and progress against key activities as well as district statistics, customer feedback and workforce information to create a robust and comprehensive view of performance to drive improvement.

2.2 The principles of the new approach to performance;

- Easy to understand report covering the performance of the whole council. Fully integrating housing into reporting to create a single view of performance,
- Using performance as an engaging and comprehensive tool for learning and improvement,
- Performance to include wider contextual information on the district and key benchmarking to place the Council's work in context, and
- Performance to include customer views and feedback figures as well as data.

2.3 Quarter 1 was not reported to Committee as the development of the new style of reporting was underway. Instead a year to date (combined quarter 1 and quarter 2) report has been developed and is attached as appendix one.

2.4 It is important to note that this report measures performance against the updated Community Plan (as refocused by the Policy and Finance report on 23.09.21) and as such the performance will capture activities not currently mentioned in the Community Plan such as the Levelling Up Fund.

3.0 Proposals

3.1 Committee to review and comment on the Community Plan Performance report attached as appendix one and note the RIPA and Ombudsman reports (appendices 3 and 4).

3.2 Homes and Communities members to note appendix two containing additional performance indicators on our tenanted properties.

4.0 Equalities Implications

4.1 None

5.0 Digital Implications

5.1 None

6.0 Financial Implications FIN21-22/5170

6.1 None

7.0 Community Plan – Alignment to Objectives

7.1 Aligns to all objectives

9.0 RECOMMENDATION

- a) Members to review the Community Plan Performance report attached as appendix 1.
- b) Members to note the RIPA and Ombudsman reports (appendices 3 and 4).

Reason for Recommendation

To enable members to proactively monitor the Council's performance and assess the Council's progress against achievement of the objectives laid out in the Community Plan.

Background Papers

The Community Plan

For further information please contact Ella Brady on Ext.5279
Deborah Johnson, Director of Customer Services and Organisational Development.