
Corporate Scrutiny Committee – 18th March 2021

Report of the Chief Executive

Corporate Quarterly Performance Report – Quarter 3 (1st October 2020 to 31st December 2020)

Purpose

1. To present the Quarter 3 Corporate Quarterly Performance report of the financial year 2020/21 covering the period 1st October to 31st December 2020.

In addition, further data relating to directorate service delivery are included as appendices to the report. This quarter features Finance & Legal Services and Digital, Customer and Commercial Services.

Recommendations

2. It is recommended that the Corporate Scrutiny Committee review the contents of this report and that any identified performance issues are referred to the relevant Cabinet Member.

Background

3. The Quarter 3 Corporate Quarterly Performance report highlights performance for the financial period 2020/21 covering the period 1st October to 31st December and focuses on the priorities contained within the Council Plan. The report also provides a detailed review of progress, using a balanced scorecard model, of the quarterly and annual corporate key performance indicators (KPI's) indicating where change or improvement is required.

In addition to the report, Directorate Service Summary Documents are included, these provide an overview of service delivery, achievements during the given quarter. The committee agreed at the last meeting this would reduce from 8 to 2 per quarter, therefore this quarter features Finance & Legal Services and Digital, Customer & Commercial Services.

Performance Summary

4. Of the 33 KPI's to be monitored in Quarter 3, 16 are on target, 4 within tolerance and 13 are below target. Of the measures below target 5 have an improved short-term trend and 8 worsening, a breakdown of the 13 measures below target are detailed within the quarterly report (page 9).

The quarterly report also compares the latest performance against the previous financial year, (Qtr. 3 2019-20 comparing Q3. 2020/21) this provides a slightly different picture to the short-term trend above. Of the 27 measures that provide comparable data, 12 have improved, 2 remain consistent and 13 are showing a worsening trend compared to that of Qtr.3 2019-20. A breakdown of these measures can be found within the report (page 10).

The following provides a snapshot of some of the measures that are below target together with the respective exception report.

- **PI 2027 Satisfaction with the way your anti-social behaviour complaint was handled** (pg. 14)

This quarterly result represents all residents & shows 58 residents were satisfied out of 81 who responded to this question. Overall, 201 surveys were to be carried out for this quarter with 83 completed with a return rate of 41.3%. We are some way off target, but we continue to run the service during difficult times and with the slightest of increases put figures going the right way I draw positives from.

- **PI.1899 FP02 Rent loss- % of potential rent receipts lost (Dwellings)** (pg. 15)

The rent loss is comparable to the previous quarter at 1.5%. and continues to be partly due to Covid-19 impacting on the reduction in lettings. Other reasons for rent loss in the Q3 period are (snapshot at end of Q3):

- Investment in sheltered housing = 75 units /£203,457.38 rent loss.
- Being used for decant = 11 properties/ £23,239.78 rent loss
- Stock Investment decision 37 Properties / £85,330.83 rent loss

- **PI 432 Number of children looked after (LAC) per 10,000 of the population** (pg. 19)

Fewer reunifications/adoptions took place due to Covid-19, because the courts would only prioritise certain meetings i.e. interim care orders. Therefore, figures have remained stable, with a slight rise to 91.2 compared to 90.9 end of Q2. This means tested special guardianship policy prevented foster carers and connected people to apply for permanent orders, these children remain in care longer.

- **PI.426 Timeliness of Single Assessments - % Completed Within 45 Working Days (Assessment service only)** (pg. 20)

We have seen a fall in timelessness of assessments since the adoption of Liquidlogic in November. However, there have been issues with the system in terms of categorisation of new assessments and reassessments so not fully

confident in this measure at this point. There is also an anomaly in the way that assessments are being recorded in the new system, which needs to be resolved as recording practice.

- **PI 2133 % of working age service users (18-64) with a primary support reason of learning disability support, who are living on their own or with their family (pg.22)**

Performance is lower than normal and below target. In addition to the low number of clients with an learning disability on Liquidlogic Adults System (Main case management system in adults) due to incorrect Primary Support Reason being migrated/recorded, the number of clients with an accommodation type is also missing, this has therefore had a significant impact on performance.

It is evident to see the recent pandemic is still having an impact on services across the directorates regardless of short-term trend. The exception being (PI 426 & PI 2133) the implementation of the new Liquidlogic system impacts on the short-term trends in Q3. For a more detailed analysis please refer to their respective scorecards within the report.

Inclusive to the report Directorate Service Summary documents provide a detailed account of service delivery. (refer to the appendices within the performance report for further information).

Finance

5. There are no direct financial implications in receiving this report.

Equality Impact

6. There are no special considerations to be made with regard to equality and diversity in noting and receiving this report.

Human Resources/Organisational Development

7. There are no specific direct human resource issues in receiving this report. In terms of the Council's sickness levels and the management of attendance, the HR and OD team continues to work with Directors and Heads of Service to assist and provide support in tackling those areas identified as having high levels of sickness.

Commercial/Procurement

8. There are no implications to consider in this report

Health, Wellbeing and Safety

9. Reports to Scrutiny Committee will consider the impact on the health, wellbeing and safety of the Borough's citizens. This is consistent with building stronger, safer and more resilient communities in line with the Dudley Vision and to protect our residents' physical, and emotional health for the future.



Kevin O'Keefe
Chief Executive

Contact Officer: Clair Blunn, Portfolio Partner - Corporate Performance
Telephone: 01384 816931
Email: clair.blunn@dudley.gov.uk

List of Background Documents

Corporate Quarterly Performance report – Quarter 3 (1st October to 31st December 2020) Briefing Summary