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<b>Subject:</b>	<b>PERFORMANCE REPORT – QUARTER 2, 2020/21</b>
<b>Meeting and Date:</b>	<b>Cabinet – 9 November 2020</b> <b>Overview and Scrutiny Committee – 16 November 2020</b>
<b>Report of:</b>	<b>Michelle Farrow, Head of Leadership Support</b>
<b>Portfolio Holder:</b>	<b>Councillor Chris Vinson, Portfolio Holder for Finance, Governance and Digital</b>
<b>Decision Type:</b>	<b>Non-Key Decision</b>
<b>Classification:</b>	<b>Unrestricted</b>

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<b>Purpose of the report:</b>	To monitor performance against key objectives.
<b>Recommendation:</b>	The Council's Performance Report and Actions for the 2nd Quarter 2020/21 be noted.

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## 1. Summary

The Council's Performance Report for the 2<sup>nd</sup> Quarter 2020/21 reports on performance against key performance targets throughout the Council, East Kent Shared Services and East Kent Housing during the second quarter. It incorporates comments from each Director on performance within their directorate plus any key initiatives and concerns they may have.

## 2. Introduction and Background

- 2.1 Monitoring of performance against key targets is key to the achievement of the Council's aims and objectives. The Performance Report provides a summary of the Council's key performance figures for the 6 months to 30 September 2020.
- 2.2 The Performance Report contains information relating to the performance of the Council against key corporate indicators and considers the performance of a range of indicators against previous year's performance.
- 2.3 The Performance Report identifies areas where performance is on track throughout the second quarter of 2020/21, whilst recognising the need for further improvements in some areas. Each Director provides additional commentary focussing on areas of high or low performance.
- 2.4 A section is included to show performance within the Shared Services against key indicators. A more comprehensive set of indicators for EK Services, including Civica, are monitored through the monitoring structures established by the Agreements under which those services are delivered, with any areas of significant concern being capable of escalation into this quarterly monitoring report, if required.
- 2.5 Targets and data for Housing are under current review since the service has returned to DDC. This report contains data and performance information on rent arrears, however, service monitoring performance data has only been received in the last couple of weeks, from EKH, and there is concern this data has been previously reported inaccurately and been misinterpreted. Verification of data is underway and once performance information has been verified and collated it will be shared. It is anticipated this will be included in the next Quarter Performance Report.

3. **Identification of Options**

3.1 Not applicable.

4. **Evaluation of Options**

4.1 Not applicable.

5. **Resource Implications**

5.1 None.

6. **Climate Change and Environmental Implications**

6.1 None.

7. **Corporate Implications**

7.1 Comment from the Section 151 Officer (linked to the MTFP): Finance have been consulted in the production of this report and have no further comments to add'. H/L

7.2 Comment from the Solicitor to the Council: The Head of Governance has been consulted in the preparation of this report and has no further comment to make.

7.3 Comment from the Equalities Officer: This report does not specifically highlight any equality implications, however in discharging their duties members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>

7.4 Other Officers (as appropriate):

8. **Appendices**

Appendix 1 – Q2 Performance Report

9. **Background Papers**

None.

Contact Officer: Michelle Farrow, Head of Leadership Support