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<b>Subject:</b>	<b>PERFORMANCE REPORT – QUARTER 1 2021/22</b>
<b>Meeting and Date:</b>	<b>Cabinet – 6 September 2021</b> <b>Overview and Scrutiny Committee – 13 September 2021</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, Digital and Climate Change</b>
<b>Decision Type:</b>	<b>Non-Key Decision</b>
<b>Classification:</b>	<b>Unrestricted</b>

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**Purpose of the report:** To monitor performance against key objectives.

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**Recommendation:** To note the Council's Performance Report and Actions for Quarter 1 2021/22 (April to June 2021).

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## 1. Summary

The Council's Performance Report for the Quarter 1 2021/22 (April to June 2021) reports on performance against key performance targets throughout the Council and East Kent Shared Services during the period. It incorporates comments from each Director on performance within their directorate plus any key initiatives and concerns they may have.

This is a revised version of the existing performance report, taking into account the new Housing indicators. A new Strategic Performance Dashboard is in development and will be consulted upon shortly.

## 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 Quarter 1 2021/22 (April to June 2021).
- 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 first quarter of 2021/22, 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 Following the return of the housing service to direct control of Dover District Council from East Kent Housing, the Key Performance Indicators have been revised to provide a better and more transparent overview of how the service is performing. Currently,

Property Services is focussing on Compliance. Once the service returns to a 'steady state' later in the year additional performance indicators will be agreed.

**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): The Head of Finance & Investment has been consulted on this report and has no further comments to add.

7.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this report and has no further comments 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 – Performance Report for Quarter 1 2021/22 (April to June 2021).

**9. Background Papers**

None.

Contact Officer: Michelle Farrow, Head of Leadership Support