

16 September 2020		ITEM: 16
Cabinet		
Quarter 1 (April to June 2020) Corporate Performance Report 2020/21 and End of Year Corporate Performance Summary 2019/20		
Wards and communities affected: All	Key Decision: Non-key	
Report of: Councillor Deborah Huelin, Cabinet Member for Central Services and Communities		
Accountable Assistant Director: n/a		
Accountable Director: Karen Wheeler, Director of Strategy, Communications & Customer Services		
This report is public		

Executive Summary

This is the first corporate performance monitoring report for 2020/21 covering April to June 2020.

This report provides a progress update in relation to the performance of those KPIs, including a focus on some specific highlights and challenges. It details the statistical evidence the council will use to monitor the progress and performance against the council's priorities.

At this unique and unprecedented time, this report shows that two thirds of indicators are currently achieving target and 40% are better than the previous year. Many indicators have been directly or indirectly impacted by the coronavirus pandemic and the enforced changes to council services in line with government guidance at the height of 'lockdown' during this period. The report also highlights how Covid-19 has disrupted or changed performance and/or priorities and demand levels across a number of services.

The summary of the outturns for 2019/20 is included as Appendix 1. This shows very positive performance last year with 74% of measures achieving their end of year target, which is better than both 2018/19 and 2017/18.

This report was presented to Corporate Overview and Scrutiny Committee on 8 September 2020, feedback from which will be raised at this meeting.

1. Recommendation(s)

1.1 To note and comment upon the performance of the key corporate performance indicators in particular those areas which are off target and the impact of Covid-19

1.2 To identify any areas which require additional consideration

1.3 To note the End of Year outturns 2019/20

2. Introduction and Background

2.1. The performance of the priority activities of the council is monitored through the Corporate Key Performance Indicator (KPI) framework. This provides a mixture of strategic and operational indicators.

2.2. The indicators have been chosen to be as clear and simple to understand as possible, whilst balancing the need to ensure the council is monitoring those things which are of most importance, both operationally and strategically.

2.3. This reflects the demand for council services increasing and being ever more complex, not least due to the impact of the coronavirus pandemic, and the need for a holistic approach to monitoring data and intelligence. Analysis of performance and internal processes at service level by Directors continued monthly throughout 2019/20 and will continue throughout 2020/21.

2.4. These indicators will continue to be reported to both Corporate Overview and Scrutiny Committee and Cabinet on a quarterly basis, throughout 2020/21.

2.5. In line with the recommendation from Corporate Overview and Scrutiny Committee in June 2019, throughout 2020/21, where performance is below target, commentary will be included to show the intended improvement plan. This is included in Section 3.6 as the "Route to Green".

3.1 Issues, Options and Analysis of Options

This report is a monitoring report, therefore there is no options analysis.

3.2 Summary of Corporate KPI Performance

Quarter 1 2020/21 Performance against target	
Achieved	65.6% (21)
Failed	34.4% (11)

Direction of Travel compared to 2019/20	
↑ BETTER	40% (8)
→ STATIC	20% (4)
↓ WORSE	40% (8)

3.3 Impact of Covid-19

- 3.3.1 Whilst the Quarter 1 (April to June 2020) overall outturn is lower than the 74% overall percentage achieving target at the end of 2019/20 and last year's Quarter 1 position (73.8%), at this stage the two figures are not comparable given the number of indicators currently unavailable and the unique and unprecedented impact on service delivery caused by Covid-19 disruption.
- 3.3.2 The majority of the indicators which are currently missing their target have been negatively impacted by Covid-19 disruption/restrictions. The narrative in section 3.6 highlights where performance has been affected during the first 3 months of 2020/21 at the height of the 'lockdown' changes.
- 3.3.3 In some cases, data is not available either because the data is not currently being recorded due to other priorities e.g. for Public Health or because that service/activity is not currently operating in line with government guidance.
- 3.3.4 In most cases the targets for 2020/21 have been set based on "normal" circumstances. This is likely to mean that more indicators will not "perform" as well as they did in 2019/20, and/or the rate of improvement will not be as great. The decision to keep targets comparable with last year is to more clearly analyse the impact of the disruption caused by the pandemic. Where an indicator has failed to reach its target during the year, the commentary provided will identify clearly whether this is related to Covid-19 impacts.
- 3.3.5 It is impossible to predict accurately how long and to what extent service delivery in some areas will continue to be impacted. This will be kept under close monitoring and in some cases, targets for 2020/21 will need to be reviewed.
- 3.3.6 Any targets for health and social care indicators which are part of the Better Care Fund are yet to be confirmed as these conversations with NHS partners and the Department of Health have been delayed due to Covid-19 priorities.

3.4 On target performance

Two thirds of available corporate KPIs achieved their targets.

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Permanent admissions of older people (aged 65+) to residential and nursing care homes per 100,000 population (<i>population figure 24,063 published May 2020</i>)	Cllr Halden	739.7 per 100,000	20.8 (5)	66.5 (16)	87.3 (21)	87.3 (21)	ACHIEVED	BETTER	187.0 (45) (prov)	739.7 (178) (prov)
Proportion of people using social care who receive direct payments	Cllr Halden	35.4%	36.1%	36.8%	36.6%	36.6%	ACHIEVED	BETTER	34%	34%
Number of applicants with family commitments in Bed & Breakfast for six weeks or more (ie those presenting as homeless who have dependent child(ren) or are pregnant)	Cllr Johnson	3	0	0	0	0	ACHIEVED	BETTER	0	0
% of repairs completed within target	Cllr Johnson	98.3%	98.7%	99.8%	99.7%	99.5%	ACHIEVED	BETTER	95%	95%
% General tenant satisfaction with neighbourhoods/services provided by Housing	Cllr Johnson	74.9%	76.7%	71.2%	78.4%	75.5%	ACHIEVED	BETTER	75%	75%
Proportion of older people (65+) still at home 91 days after discharge from hospital into reablement/rehabilitation	Cllr Halden	87.40%				93.1%	ACHIEVED	BETTER	86.3% (prov)	86.3% (prov)
% of volunteer placements filled within council	Cllr Huelin	96%				100%	ACHIEVED	BETTER	90%	96%
Street Cleanliness - a) Litter	Cllr Watkins	6.56%				3.67%	ACHIEVED	BETTER	9%	9%
Overall spend to budget on HRA (£K variance)	Cllr Johnson	£0	£0	£0	£0	£0	ACHIEVED	STATIC	£0	£0
% of Minor planning applications processed in 8 weeks	Cllr Coxshall	100%	100%	100%	100%	100%	ACHIEVED	STATIC	90%	90%
% of potholes repaired within policy and agreed timeframe	Cllr Maney	99.33%	100%	100%	100%	100%	ACHIEVED	STATIC	98%	98%
% of primary schools judged "good" or better	Cllr Jefferies	92.0%				92.3%	ACHIEVED	STATIC	92% (prov)	92% (prov)

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
No of new apprenticeships started (inc. staff undertaking apprenticeship)(exc. LA maintained schools)	Cllr Huelin	69	1	0	1	2	ACHIEVED	WORSE	1	67
% Rent collected	Cllr Johnson	98.5%	74.9%	81.3%	88.9%	88.9%	ACHIEVED	WORSE	85%	98%
No of placements available within council for volunteers	Cllr Huelin	225				205	ACHIEVED	WORSE	190	210
% occupancy of council-owned business centres	Cllr Coxshall	91%				90%	ACHIEVED	WORSE	80%	80%
% occupancy of commercial properties	Cllr Coxshall	92%				88%	ACHIEVED	WORSE	88%	88%
Successful completion of treatment in Young People's Drug & Alcohol service (YTD)	Cllr Mayes	88%				78%	ACHIEVED	WORSE	70%	70%
Number of new Micro Enterprises started since 1 April 2020	Cllr Huelin	44				5	ACHIEVED	WORSE	0	20
Number of events and activities that support engagement in a range of cultural, social and learning opportunities to support well-being and strengthen community connections (total sessions provided in quarter)	Cllr Huelin	<i>new KPI</i>				0	ACHIEVED	N/A	0	600 (prov)
% of secondary schools judged "good" or better	Cllr Jefferies	<i>new KPI</i>				63.0%	ACHIEVED	N/A	63% (prov)	63% (prov)
Value (£) of council owned property disposals	Cllr Coxshall	£470k				£350K	n/a	WORSE	No target	No target

3.5 In focus highlight for Quarter 1

Indicator Definition	Portfolio Holder	2019/20 Outturn	Tranche 1 Inspection	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Street Cleanliness - a) Litter	Cllr Watkins	6.56%	3.67%	ACHIEVED	BETTER	9%	9%

In their latest inspection, Keep Britain Tidy has found that all areas of the borough, including parks, town centres and streets are cleaner and clearer than ever with inspectors finding only 3.67% of sites they visited in the borough had litter on them. It shows the additional money the council has invested in street cleaning is really paying off.

Keep Britain Tidy inspectors specifically found:

- 96.33% of sites they visited in the borough had better than acceptable litter level against a target of 91% and up from 93.5% last year
- 94% had better than acceptable levels of graffiti
- 99% had better than acceptable levels of fly-posters
- 98.67% had better than acceptable levels of fly-tipping
- 99.67% had better than acceptable levels of dog fouling

This is a great result, and is testament to the hard work of the Environmental Enforcement team who, in February, were named Team of the Year at the prestigious Keep Britain Tidy Awards 2020.

3.6 Off target indicators

At the end of quarter 1, 11 of the available indicators failed to meet their target.

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Average time to turnaround/re-let voids (in days)	Cllr Johnson	25.6 days	19.25	49.00	65.98	61.17	FAILED	WORSE	28	28
<p>Due to the impact of Covid-19 and in line with government guidance, choice based lettings were suspended for a period of time which meant the properties which were void during the period of suspension remained void for a much longer period of time than usual with only a small number of lettings through direct offers taking place in May. As these affected voids are let, re-let times will be much higher than usual.</p>										
Route to GREEN										
<p>When all affected voids have been let, average re-let times are expected to return to usual levels and we have seen evidence of this already. Voids which have been let that became void since the bidding cycle was re-instated have been re-let in an average of 25.6 days. Choice based lettings were reinstated on 11 June 2020.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
% of places accessed for two year olds for early years education in the borough	Cllr Jefferies	73.0%				72.6% (Latest)	FAILED	WORSE	73% (prov)	73% (prov)
<p>This equates to a total of 573 children accessed their Two Year Entitlement funding. Many of the borough's childcare providers are closed so it has not been possible to confirm if there are outstanding claims to be made, nor can the impact of families not starting their placement due to Covid-19 related health concerns be ascertained. Although there has been a fall in numbers, it should be noted that we are still in line with the last known national figure for 2YE take up.</p>										
Route to GREEN										
<p>The provisional data for Qtr 1 is only very slightly below target. It is anticipated that once childcare providers have reopened fully, this figure is likely to be revised upwards and will therefore be on or above target.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
% of Major planning applications processed in 13 weeks	Cllr Coxshall	100%	100%	67%	100%	89%	FAILED	WORSE	90%	90%
<p>Due to the relatively small numbers of major applications that the council receives one application that goes over the deadline makes a huge impact on the data, which is not representative of the levels of performance of the team. In this case, the applicant was required to submit additional supporting documents. Rather than refuse the application, which would be more disruptive to the applicant, the council took the pragmatic view to extend the timescale for determination. Unfortunately, the agent working on behalf of the application was unwilling to enter into that arrangement. This is highly unusual as in most cases planning agents are willing to enter into extension of time agreements because it avoids refusals and gives their client more time to resolve matters.</p>										
Route to GREEN										
<p>We will continue to work constructively with applicants and their agents to encourage the use of extension of time agreements to allow applications to continue through the usual process.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Number of health hazards removed as a direct result of private sector housing team intervention	Cllr Johnson	1,000	0	4	4	8	FAILED	WORSE	250	1,000
<p>Covid-19 has prevented officers carrying out property inspections during the pandemic. The government recommended inspections in resident's homes did not take place unless it was an emergency, prior to July 2020.</p>										
Route to GREEN										
<p>The government has now allowed inspections to be carried out with guidance for professionals working safely in people's homes. As a result, the private housing service has updated its risk assessment to carry out home visits when safe to do so during this period. Routine inspections will commence in August 2020 and will be reviewed to reflect the changing situation during the coronavirus pandemic.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Payment rate of Fixed Penalty Notices (FPNs)	Cllr Gledhill	55.97%	53.93%	49.26%	53.50%	52.19%	FAILED	WORSE	70%	70%
<p>The payment rate for Fixed Penalty Notices in the first quarter has been impacted by the pandemic. During the period of lockdown, the service has received a significant number of appeals and requests to either cancel the FPNs or to extend the payment period for reasons linked to Covid-19. The most common being, the recipient is either on furlough or not working at this time. Cases are being considered on an individual basis.</p> <p>Parking charges were suspended for NHS workers and other visiting staff carrying out vital work in relation to the Covid-19 outbreak. Penalties were not issued – nor enforced, if issued inadvertently – to anyone who parked safely without causing obstruction on crossings and zig-zags or restricted areas, if they can show they work for the NHS.</p>										
Route to GREEN										
<p>The current situation is being reviewed on a regular basis and closely managed. There is an expectation that as the lockdown eases, the payment rate will increase.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
% Household waste reused/ recycled/ composted	Cllr Watkins	33.23%	25.97%	32.11%	36.48%	31.80%	FAILED	WORSE	47.39	41%
<p>This indicator is running below target. Some core contributors to the lower than expected recycling rate include the closure of the Household Waste and Recycling Centre for a period of time. The site has a significant impact on recycling levels. In order to ensure that core residual waste collections were maintained during lockdown, the garden waste collections were suspended for a period and then re-introduced on a monthly then fortnightly basis. At this time of the year, garden waste makes up a sizeable proportion of the recycling tonnage. The disruption to collections has impacted performance.</p>										
Route to GREEN										
<p>Fortnightly garden waste collections with allocated days have commenced from 27 July. It is anticipated that this will both stabilise the collections as well as recovering composting tonnage. Although with slightly reduced levels of access, the Household Waste and Recycling Centre re-opened on Monday 18 May and is being well used. The Flats Recycling Project is due to commence rollout to housing flats in mid-September. This is a new source of recycling collections that will help to boost figures. The Cross Party Waste Working Group is currently working on the refresh of the Waste Strategy with a particular focus on actions and changes that can help to boost the recycling rate in the borough. The draft strategy is scheduled to be shared in October 2020.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Street Cleanliness - c) Graffiti	Cllr Watkins	4.67%				6.00%	FAILED	WORSE	3%	3%

Keep Britain Tidy, who are responsible for the cleanliness assessments, have commented that across all boroughs assessed to date this financial year, graffiti levels have increased. This pattern coincides with lockdown restrictions. The level of graffiti in the borough can also be linked to numerous prolific graffiti artists.

Route to GREEN

Recently a major graffiti clearing programme was undertaken in Tilbury accompanied by targeted and successful enforcement action. In order for graffiti to be cleared from private property, which is where the majority is appearing, a clear process of engagement needs to be followed with the landowner prior to the graffiti being removed. This process is currently under review with the intent of shortening the time between graffiti appearing and being cleaned.

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
% of refuse bins emptied on correct day	Cllr Watkins	98.91%	98.66%	98.61%	97.12%	98.13%	FAILED	WORSE	98.5%	98.5%

One of the impacts of the lockdown was a delay in the Waste Service being able to recruit and induct collection staff, whilst ensuring that all were able to work safely. The impact of resource availability was managed through adjustments to the frequency of garden waste collections and the collection target was met for the first two months of the year. In June however, the burden of annual leave and delays in recruitment resulted in some rounds not being collected on schedule although weekend work was undertaken to reduce the impact on residents.

Route to GREEN

Agency staff have now been recruited and inducted. Additionally a structured fortnightly collection cycle for garden waste bins has been introduced and the service is confident that these measures will see an improvement in the collection rate.

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
% Initial Health Assessment (IHA) completed within 28 days (20 working days) of child becoming Looked After	Cllr Halden	69.2%				66.7%	FAILED	WORSE	80%	80%
<p>In the 1st quarter, performance was impacted due to Covid-19. NELFT have advised that none of their paediatricians have been redeployed, however one paediatrician was shielding. A number of Local Authorities (LA) Providers have had their paediatricians redeployed or have had to isolate due to Covid-19. Subsequently, this has put an extra pressure on a number of Providers to deliver a service that was already depleted before Covid-19 started. One of the main problems with HAs are the children placed out of area (OOA). A number of surrounding areas have stated they do not have capacity to undertake Initial Health Assessments (IHA) for our OOA children.</p>										
Route to GREEN										
<p>Due to the above, the CCG has spot purchased their IHAs to minimise the waiting time and potential risks that could be associated with delayed IHAs. Further work and discussion is taking place to consider longer term solutions. This indicator is also reported one month in arrears (due to data availability) – as of mid-August 20 the figure for June 20 stands at 75% so an improvement is already being realised.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Overall spend to budget on General Fund (% variance against forecast)	Cllr Hebb	0	n/a	(£2.2m)	(£2.2m)	(£2.2m)	FAILED	WORSE	0	0
<p>The Quarter 1 position is that the council is forecasting an overspend. This relates to a number of factors including a forecast reduction in new investment income, additional costs and incomes losses arising from Covid-19 and pressures in Children's Services.</p>										
Route to GREEN										
<p>Mitigating actions are currently being considered across all council service areas and will be reported to DB and members on a regular basis as part of the usual finance reporting process.</p>										

Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Quarter 1	Quarter 1 Target Status	Direction of Travel since 2019/20	Quarter 1 Target	2020/21 Target
Total gross external income (fees & charges) (based on sales forecast)	Cllr Hebb	£8m	n/a	£5.2m	£5.2m	£5.2m	FAILED	WORSE	£7.3m	£7.3m
<p>This gross external income is below the Commercial Board target and is a direct result of lost fees and charges for the first three months of the year during lockdown. Work is ongoing to forecast the overall impact while there are still restrictions in place. It is unlikely that the original target will be achieved by the end of the year but it is noted that central government support will mitigate some of the reduction in income. This will be built into subsequent forecasts once there is clarity on the funding available.</p>										
Route to GREEN										
<p>This is being monitored and reported to DB and members on a regular basis as part of the COVID-19 impacts. The central government funding of income losses will improve the position by the end of 2020/21.</p>										

3.7 Other key indicators

Throughout the year the council also monitors some other indicators as part of the corporate scorecard which, whilst not performance related, are important to keep under review

Demand Indicator Definition	Portfolio Holder	2019/20 Outturn	In month April	In month May	In month June	Qtr 1	Direction of Travel since 2019/20
Number of households at risk of homelessness approaching the Council for assistance	Cllr Johnson	1,934	119	97	132	348	LOWER
No of homeless cases accepted	Cllr Johnson	107	22	22	28	72	HIGHER
<p>Whilst the number of at risk approaches is lower than the equivalent period last year, the number of homeless cases accepted is three times higher than in quarter 1 2019/20. This is a direct impact of a general decrease in demand during this period meaning officers were in a position to work through the backlog of cases and issue more decisions, including acceptances, when required.</p>							

Performance indicators for which data is not currently available due to Covid-19 disruption

Number of delayed transfers of care (DTOC) - days from hospital (attrib. to NHS, ASC & Joint)	The collection and publication of official DToc figures are currently suspended by NHS England.
Number of GP practices with automated screening protocol in place for depression and anxiety amongst LTC (long-term conditions) patients	Data not currently available
Average time (in days) for a child to be adopted (3 year average) (ie time between entering care and moving in with adoptive family)	Due to Covid-19 disruption, Q1 return is delayed. Anticipate data in October.
Tenant satisfaction with Transforming Homes	Transforming Homes activity was suspended during lockdown.
Forecast Council Tax collected	Covid-19 impact is ongoing and is still being assessed. This is being regularly reported to members alongside separate financial reporting.
Forecast National Non-Domestic Rates (NNDR) collected	
Contact Centre - Face to Face average waiting times (minutes)	Face to Face has not been operating since 23 March due to Covid-19 lockdown.
Contact Centre - Face to Face - no of visitors	

3.8 End of Year Corporate Performance Summary

- 3.8.1 The data in relation to the final outturns for 2019/20 are included in Appendix 1. Overall 74% of corporate indicators achieved their target by year end. That is higher than both 2017/18 (68%) and 2018/19 (66%). 73% of measures improved or stayed the same from the previous year.
- 3.8.2 In most cases, the 2019/20 data has not been impacted by the COVID-19 pandemic as the year was nearly over by the time service delivery was affected.
- 3.8.3 In some cases however, it has not been possible to undertake the necessary data quality checks due to other COVID-19 response related priorities and/or staff availability. Some of these outturns are still provisional therefore and may be subject to change.
- 3.8.4 A very specific example of the council ACHIEVING is in the number of national awards Thurrock services have won or were shortlisted for during 2019/20. A full list of these can be found at www.thurrock.gov.uk/how-we-are-doing/awards. The pinnacle of this is the council having been shortlisted – for the second year running – as Local Authority of the Year 2019/20 in the Municipal Journal Awards. In shortlisting Thurrock Council the MJ says: "Thurrock Council is a previous finalist and has consistently demonstrated its ability to adapt, prosper and grasp socioeconomic opportunities. Its leadership of the place agenda is impressive and the council unapologetically aspires to delivering for both businesses and residents." The winner will be announced via an online awards ceremony in October.

4. Reasons for Recommendation

- 4.1 The corporate priorities and associated performance framework are fundamental to articulating what the council is aiming to achieve. It is best practice to report on the performance of the council. It shows effective levels of governance and transparency and showcases strong performance as well as an acknowledgement of where we need to improve.
- 4.2 This report highlights what the council will focus on during 2020/21 and confirms the governance and monitoring mechanisms which were in place to ensure that priorities are delivered.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 Performance against the corporate priorities was monitored through Performance Board, a cross-council officer group of performance experts representing each service. Performance Board will continue to consider the corporate KPIs on a monthly basis, highlighting areas of particular focus to Directors Board.
- 5.2 Each quarter a report will continue to be presented to Corporate Overview and Scrutiny Committee, and finally reported to Cabinet.

5.3 This report was presented to Corporate Overview and Scrutiny Committee on 8 September 2020, feedback from which will be raised at this meeting.

6. Impact on corporate policies, priorities, performance and community impact

6.1 The vision and priorities cascade into every bit of the council and further to our partners, through key strategies, service plans, team plans and individual objectives.

6.2 This report will help decision makers and other interested parties, form a view of the success of the council's actions in working towards achieving the vision and priority ambitions.

7. Implications

7.1 Financial

Implications verified by: **Joanne Freeman**
Finance Manager

The report provides an update on performance against corporate priorities. There are financial KPIs within the corporate scorecard, the performance of which are included in the report.

Where there are issues of underperformance, any recovery planning commissioned by the council may entail future financial implications, and will need to be considered as appropriate.

The council is still assessing the full financial impact of Covid-19 and this is being regularly reported to members.

7.2 Legal

Implications verified by: **Tim Hallam**
Deputy Head of Law and Regeneration, and
Deputy Monitoring Officer

There are no direct legal implications arising from this report. However, where there are issues of underperformance, any recovery planning commissioned by the council or associated individual priority projects may have legal implications, and as such will need to be addressed separately as decisions relating to those specific activities are considered.

7.3 Diversity and Equality

Implications verified by: **Rebecca Lee**

Team Leader – Community Development and Equalities

The Corporate Performance Framework for 2020/21 contains measures that help determine the level of progress with meeting wider diversity and equality ambitions, including youth employment and attainment, independent living, vulnerable adults, volunteering etc. Individual commentary is given throughout the year within the regular monitoring reports regarding progress and actions.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

The Corporate Performance Framework includes areas which affect a wide variety of issues, including those noted above in the body of the report. Where applicable these are covered in the appendix.

8. Background papers used in preparing the report (including their location on the council's website or identification whether any are exempt or protected by copyright):

N/A

9. Appendices to the report

- End of Year Corporate Performance Summary 2019/20

Report Author:

Sarah Welton
Strategy Manager