

Gloucester City Council

Meeting:	Overview and Scrutiny Committee	Date:	28 February 2022
	Cabinet		9 March 2022
Subject:	Performance Monitoring Quarter 3 – 2021/22		
Report Of:	Cabinet Member for Performance and Resources		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
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Appendices:	1. Performance Report Quarter 3 – 2021/22		

FOR GENERAL RELEASE

1.0 Purpose of Report

- 1.1 The purpose of this report is to inform Members of the Council's performance against key measures in Quarter 3 of 2021/22.

2.0 Recommendations

- 2.1 Cabinet is asked to **RESOLVE** that the Quarter 3 Performance Report 2021/22 at Appendix 1 be noted.

3.0 Background and Key Issues

- 3.1 This report sets out the Council's performance against a set of key performance indicators (KPIs) in the third quarter of 2020/21. The data charts show an overview of the whole year with reflection within the narratives.
- 3.2 Appendix 1 sets out the performance data, including comparative information where available. Where targets exist, these have been included along with a narrative to explain the data. A red (alert) threshold is included in some charts. Where performance is monitored as part of a contract, targets and red thresholds are set and revised as part of that process, where this is not the case and there is also no national target available, these have been determined during the service planning process in consultation with the relevant Cabinet Member.
- 3.3 As a result of the cyber incident experienced by the council in December 2021, Q3 data for 11 of the 26 KPIs, is not currently available because the systems or files required used to monitor and report on performance for those KPIs are not accessible, and therefore charts for those KPIs have not been included in this report. The non-availability of data is not indicative of widespread disruption within the relevant services; Housing Services have been largely unaffected, and Community Wellbeing and Planning Development have workarounds in place to deliver services.

3.4 The summary of KPIs is categorised by Short Term Trend. Of the 15 measures included in the report, 7 measures have improved in the short term and 1 has not changed. Of the 7 measures that have worsened in the short term, 2 are red. Overall there are 9 measures at green, 1 at amber and 2 at red. There are 3 data only performance indicators.

4.0 Social Value Considerations

4.1 There are no social value implications in respect of the recommendations in this report.

5.0 Environmental Implications

5.1 There are no Environmental Implications in respect of the recommendations in this report.

6.0 Alternative Options Considered

6.1 There are no alternative options.

7.0 Reasons for Recommendations

7.1 The Council is committed to embedding a culture of Performance Management across the organisation and this report provides Members with an overview of corporate performance during the third quarter of 2021/22.

8.0 Future Work and Conclusions

8.1 The council uses performance data to influence decision-making and service improvement initiatives on a continuous basis.

9.0 Financial Implications

9.1 There are no financial implications resulting from the recommendations in this report.

(Financial Services have been consulted in the preparation this report.)

10.0 Legal Implications

10.1 There are no legal implications resulting from the recommendations in this report.

(One Legal have been consulted in the preparation this report.)

11.0 Risk & Opportunity Management Implications

11.1 The performance management system provides the opportunity to embed risk management within the performance framework by linking actions and PIs to risks, as well as having standalone risks.

12.0 People Impact Assessment (PIA) and Safeguarding:

12.1 This performance report is for information only, therefore a PIA is not required and there are no safeguarding matters to consider.

13.0 Community Safety Implications

13.1 There are no community implications resulting from the recommendations in the report.

14.0 Staffing & Trade Union Implications

14.1 There are no staffing and trade union implications resulting from the recommendations in the report.

Background Documents: None