

Committee:	Governance, Audit and Performance Committee	Date:	Wednesday, 15 March 2023
Title:	Q3 Performance Indicator Data and Analysis		
Report Author:	Abigail Ward, Business Information and Performance Analyst award@uttlesford.gov.uk		

Summary

1. This report presents the Quarter 3 2022/23 outturn and data analysis for all Key Performance Indicators (KPIs) and Performance Indicators (PIs) monitored and reported across the authority.
2. Overall, the report identifies a drop in performance levels when analysing short (Q3 22/23 vs Q2 22/23) term trends but long (Q3 22/23 vs Q3 21/22) term trends show improvement. Although the majority of indicators have attained a green status it is evident that performance of some indicators is declining in both the short and long term.

Further work will be undertaken with all relevant service managers with regards to the drop in performance levels across the full indicator suite, particularly where short term trends are worsening.
3. The Performance Team actively work with the Corporate Management Team to identify how and why indicator performance has been impacted. Where necessary performance improvement plans are identified and progressed with relevant service managers.

Recommendations

4. None

Financial Implications

5. There are no financial implications associated with this report.

Background Papers

6. The following papers were referred to by the author in the preparation of this report and are available for inspection from the author of the report.

None




Impact

7.




Communication/Consultation	None
Community Safety	None
Equalities	None beyond service improvement on the equalities performance indicator
Health and Safety	None
Human Rights/Legal Implications	None
Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

Situation

8. Appendix A presents the data for Quarter 3 2022/23 (1st October 2022 to 31st December 2022) for each individual Key Performance Indicator (KPI) and Performance Indicator (PI) collected and reported by the authority during this quarter.
9. Data for the majority of PIs is collected and reported on a quarterly basis; no data is available for PIs monitored on an annual basis during this time period. All outturn data is highlighted and shown in bold.
10. Performance is monitored against all targets agreed by the Corporate Management Team and members of the Governance, Audit and Performance Committee as part of the authority's formal performance monitoring process.
11. For comparison purposes, the report contains data for Quarter 3 2022/23 and the previous four quarters. Presenting these consecutive quarters of data enables both short and long term comparisons to be made, as represented in the trend arrows included for each PI.
12. All data and performance notes have been reviewed by the Corporate Management Team and members of the Informal Cabinet Briefing group.
13. When reviewing performance for Quarter 3 2022/23, it can be noted that the majority of indicators are meeting target and are at a 'green' status:

Status	Quarter 3 2022/23	
	19	58%
	9	27%
	5	15%
Total	33	100%

14. When analysing indicator achievement in Quarter 3 2022/23 in comparison to Quarter 2 2022/23, for the 33 comparable indicators it can be seen that performance in the short-term has declined with 5 indicators moving from a 'green' status into an 'amber' status, whilst performance has remained constant for those with a 'red' status.

Status	Quarter 2 2022/23		Quarter 3 2022/23	
	24	73%	19	58%
	4	12%	9	27%
	5	15%	5	15%
Total	33	100%	33	100%

Key Performance Indicator (KPI) Specific Performance Summary

15. There are five KPIs that have not met their target for Quarter 3 but are within the 10% threshold and have an 'amber' status:

KPI 14	Percentage of household waste sent for reuse, recycling and composting (LAA) (max)
KPI 01	Percentage of invoices paid within 30 days of receipt by UDC (max)
KPI 20	Average days lost per FTE through sickness absence (min)
KPI 03	Percentage of Non-domestic Rates Collected (max)
KPI 05	Percentage of Council Tax collected (max)

There is one KPI that has exceeded the 10% performance threshold for Quarter 3 and has a 'red' status:

KPI 08(a)	Average re-let time in days (all re-lets including time spent in works) (min)
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KPI 08(a) has exceeded the 10% performance threshold for the last 4 quarters and performance has not improved. Comparing short term performance (2022/23 Q2 vs Q3) shows performance has stayed the same but is worse than Q1 2022/23 and Q4 2021/22.

There is one KPI which has increased from a 'red' to a 'green' status from 2022/23 Q2 to Q3:

KPI 06(b)	Time taken to process Housing Benefit/Council Tax Benefit change events (days) (min)
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There are two KPI's which have decreased from a 'green' to an 'amber' status from 2022/23 Q2 to Q3:

KPI 01	Percentage of invoices paid within 30 days of receipt by UDC (max)
KPI 03	Percentage of Non-domestic Rates Collected (max)

16. Human Resources PIs

Data for the HR KPI's (KPI 20, 21 & 22) has previously been calculated through a time consuming manual process. The project to develop the HR system (i-Trent) to generate reports to obtain the relevant data is now complete. Therefore data for KPI 20, 21 & 22 is now available and has been included retrospectively for quarters 1 and 2 as well as for 3.

17. The Committee should note that the reporting of performance for

- **PI 46** Quality of Decisions: Percentage of Appeals Upheld for Major Planning Applications as a Proportion of Appeals Raised
and
- **PI 47** Quality of Decisions: Percentage of Appeals Upheld for Non-Major Planning Applications as a Proportion of Appeals Raised

is being reviewed regularly at Planning Committee. As the way these indicators are monitored varies considerably to that of a 'standard' indicator, with differing time periods needing to be considered, a snapshot of the latest performance levels has been included as an additional appendices to this report (see Appendix B). The criteria for reporting these PIs is determined by Central Government and therefore cannot be adapted in any way at a local level.

18. If members have any questions regarding the data or would like to see a more detailed analysis on a particular indicator, then please do not hesitate to contact the report author.

Risk Analysis

19.

Risk	Likelihood	Impact	Mitigating actions
If performance indicators do not meet quarterly/annual areas then areas such as customer satisfaction and statutory adherence to government led requirements could be affected leading to a loss in reputation for the Council.	2 – The majority of performance measures perform on or above target. Where necessary, accompanying notes to individual performance indicators detail improvement plans.	3 – The majority of service areas in the Council are customer-facing.	Performance is monitored by CMT, and the Governance, Audit & Performance Committee on a quarterly basis. The inclusion of five quarters of data helps to identify trends. Where necessary, the Performance Team provides trend analysis to support CMT and Service Managers in improving performance.

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.

Appendix A: Quarter 3 2022/23 KPI & PI Data

Appendix B: PI 46 & 47 snapshot data as @ 08.02.2023