

**Key Performance Indicators 2020-21**

<b>Final Decision-Maker</b>	Communities Housing and Environment Committee
<b>Lead Head of Service</b>	Angela Woodhouse Head of Policy Communications and Governance
<b>Lead Officer and Report Author</b>	Anna Collier Policy and Information Manager and Orla Sweeney Equalities and Corporate Policy Officer
<b>Classification</b>	Public
<b>Wards affected</b>	All

**Executive Summary**

The Committee are asked to consider new key performance indicators that measure achievement of the Council's priorities for 2020-21.

**Purpose of Report**

Decision

**This report makes the following recommendations to this Committee:**

1. That the draft Key Performance Indicators for 2020-21, attached as Appendix 1, be agreed.

**Timetable**

<b>Meeting</b>	<b>Date</b>
COMMUNITIES HOUSING AND ENVIRONMENT COMMITTEE	30 June 2020

# Key Performance Indicators 2020-21

## 1. CROSS-CUTTING ISSUES AND IMPLICATIONS

Issue	Implications	Sign-off
<b>Impact on Corporate Priorities</b>	We do not expect the recommendations will by themselves materially affect achievement of corporate priorities. However, they will support the Council’s overall achievement of its aims. The performance management process monitors delivery of the Councils Strategic Plan 2019-45 and plays an important role in the achievement of corporate objectives. They also cover a wide range of services and priority areas, for example waste and recycling.	Anna Collier Policy Information Manager
<b>Cross Cutting Objectives</b>	<p>The four cross-cutting objectives are:</p> <ul style="list-style-type: none"> <li>• Heritage is Respected</li> <li>• Health Inequalities are Addressed and Reduced</li> <li>• Deprivation and Social Mobility is Improved</li> <li>• Biodiversity and Environmental Sustainability is respected</li> </ul> <p>The report recommendation(s) supports the achievement(s) of the all cross-cutting objectives as the performance management process monitors delivery of the Councils Strategic Plan 2019-45 and plays an important role in the achievement of corporate objectives.</p>	Anna Collier Policy Information Manager
<b>Risk Management</b>	The production of robust performance reports ensures that the view of the Council’s approach to the management of risk and use of resources is not undermined and allows early action to be taken in order to mitigate the risk of not achieving targets and outcomes.	Anna Collier Policy Information Manager
<b>Financial</b>	The proposals set out in the recommendation are all within already approved budgetary headings and so need no new funding for implementation.	Section 151 Officer & Finance Team
<b>Staffing</b>	We will deliver the recommendations with our current staffing.	Angela Woodhouse Head of Policy Communications

		and Governance
<b>Legal</b>	Acting on the recommendations is within the Council's powers there is no statutory duty to report regularly on the Council's performance. However, under Section 3 of the Local Government Act 1999 (as amended) a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. One of the purposes of the Key Performance Indicators is to facilitate the improvement of the economy, efficiency and effectiveness of Council Services. Regular reports on the Council's performance assist in demonstrating best value and compliance with the statutory duty.	Legal Team
<b>Privacy and Data Protection</b>	The recommendations do not propose a change in service therefore will not require a data protection impact assessment.	Policy and Information Team
<b>Equalities</b>	The recommendations do not propose a change in service therefore will not require an equalities impact assessment.	Anna Collier Policy and Information Manager
<b>Public Health</b>	We recognise that the recommendations will not negatively impact on population health or that of individuals.	Public Health Officer
<b>Crime and Disorder</b>	No Impact	Anna Collier Policy and Information Manager
<b>Procurement</b>	No Impact	Angela Woodhouse Head of Policy and Communications and Governance

## 2. INTRODUCTION AND BACKGROUND

2.1 The Council approved a new Strategic Plan in 2019-45 and agreed four new priorities:

- Embracing Growth and Enabling Infrastructure
- Safe Clean and Green
- Homes and Communities
- A Thriving Place

2.2 Indicators are reviewed at the start of each year and as there has been no changes to priorities, the set of new Key Performance Indicators for 2020-21 is predominantly the same.

2.3 Some minor changes have been made where issues have been identified during the course of 2019-20. Consideration has also been given to the Coronavirus pandemic, its impact on the borough and performance monitoring.

2.4 Four new indicators have been added:

- Percentage of gas safety certificates in place on all residential properties
- Percentage of all electrical safety certificates on all residential properties
- No of high priority fire safety certificates on all residential properties
- Contamination: Tonnage per month rejected

2.5 The Draft indicator set can be reviewed at Appendix 1, set out by priority.

### Reporting

2.6 The Policy and Information team are working on developing performance dashboards over this year which will enable Members to view data outside of the reports. This is likely to be around quarter two or three, once these are progressed Officers will be in touch to trial these.

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## **3. AVAILABLE OPTIONS**

### Make a recommendation to Policy and Resources Committee to stop performance monitoring

3.1 Though it is considered best practice, some authorities have chosen to drop performance management or produce performance data which they publish on their website.

3.2 This is not recommended as monitoring performance ensures oversight and challenge to the delivery of the Council's priority action areas and mitigates the risk of the Council not delivering its priorities and key services.

### To keep the current set of indicators as reported in 2019-20

3.3 A set of indicators is currently in place and is being reported to Committee. This is not recommended, as minor amendments reflect changes over the course of the year.

To agree the draft set of indicators at appendix 1

- 3.4 Appendix 1 shows the list of proposed Key Performance indicators for 2020-2, 1 set out by the new priorities in the Strategic Plan 2019-45. Members could also choose to increase, reduce or change any targets or amend suggest new indicators.
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#### **4. PREFERRED OPTION AND REASONS FOR RECOMMENDATIONS**

- 4.1 To agree the draft set of indicators at appendix 1. Monitoring performance is best practice to ensure the delivery of the Council's priorities. Monitoring Performance is particularly important at this time.
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#### **5. RISK**

- 5.1 The risks associated with this proposal, including the risks if the Council does not act as recommended, have been considered in line with the Council's Risk Management Framework. The production of robust performance reports ensures that the view of the Council's approach to the management of risk and use of resources is not undermined and allows early action to be taken in order to mitigate the risk of not achieving targets and outcomes. We are satisfied that the risks associated are within the Council's risk appetite and will be managed as per the Policy.
- 5.2 The purpose of the risk section of the report is to understand the risks to the council of the options that members are considering, including the risk of not taking action, and assess them against the council's risk appetite. For more detailed guidance on how to do this see the council's 'Risk Appetite Statement' and seek guidance from the Mid Kent Audit Team. The flow chart below can be used to fill in the 'Risk Management' section on the cross-cutting implications section of the report template.

#### **6. CONSULTATION RESULTS AND PREVIOUS COMMITTEE FEEDBACK**

- 6.1 Performance is reported to each committee, each quarter. Members often request future changes or express points of view on either the indicators or performance management generally. Notes have been taken of these for application in the current set and proposed approach.
- 6.2 Indicators will be presented to Policy and Resources Committee on 24 June. Feedback will be provided to Communities, Housing and the Environment Committee on the night.
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#### **7. NEXT STEPS: COMMUNICATION AND IMPLEMENTATION OF THE DECISION**

- 7.1 Once the indicators are agreed Heads of Service, Managers will be informed and the reports set up in time for first reporting. The Performance and

Budget report will be added to each Committees work programme for 2020-21.

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## **8. REPORT APPENDICES**

- Appendix 1: New Performance Indicators 2020-21