
Meeting of the Future Council Scrutiny Committee – 9th June 2021

Report of the Chief Executive

Corporate Quarterly Performance Report – Quarter 4 (1st January 2021 to 31st March 2021)

Purpose

1. To present the Quarter 4 Corporate Quarterly Performance report of the financial year 2020/21 covering the period 1st January to 31st March 2021.

In addition, further data relating to directorate service delivery are included as appendices to the report. This quarter concentrates on Adult Social Care and Public Health & Wellbeing.

Recommendation

2. It is recommended that the Corporate Scrutiny Committee review the contents of this report and that any identified performance issues are referred to the relevant Cabinet Member.

Background

3. The Quarter 4 year-end performance report incorporates both quarterly and annual key performance measures. Overall, there are 45 measures reported at year end this includes 34 quarterly measures and 11 annual measures. The outturns of the collective 45 measures, 28 were "On or Exceeding Target", 2 "Met Target" and 14 were "Below Target". 1 measure has no data, due to delays in reporting. (page 14).

4. **Performance Summary**

The report compares direction of travel comparing the previous quarter 3 outturns to quarter 4 outturns; in total 22 have improved, 6 remain consistent and 16 are showing a worsening trend compared to the previous quarter. A breakdown of these measures can be found within the report (page 15).

The following provides a snapshot of some of the measures that are below target together with the respective exception report.

- **PI.2062 % of Council employees completing the employee survey** (pg. 18)

The 20-21 employee survey was a specially focused survey. It had a shorter closing date and the usual campaigns i.e. paper issued surveys, prize draws, roadshows were not included in the campaign to secure completions. Although below target the response rate from a total remote survey provided the insight required at the time. The responses rate does, however, remain an organisational issue to increase completion rates. There has been a subsequent SEB report and discussion, followed by a Leadership Forum session to help inform future thinking to increase in engagement and completion rates. This work is currently being collated and an action plan developed for future surveys. Pulse surveys will be undertaken during the period leading up to the next full employee survey planning for 22-23.

- **PI.1899 FP02 Rent loss- % of potential rent receipts lost (Dwellings)** (pg. 21)

The rent loss is comparable to the previous quarter. As in Q3 this is partly due to the reduction in lettings due to Covid19.

Other reasons for rent loss in the Q4 period are (snapshot at end of Q4):

- Investment in sheltered housing = 73 units / £265,783.59 rent loss.
- Being used for decant = 14 properties/ £37,420.25 rent loss
- Stock Investment decision 39 Properties / £122,778.13 rent

- **PI 1466 Number of early help assessments started** (pg. 24)

The number of Early Help Assessments has dropped during this quarter again following the post-Christmas lockdown. Numbers of external EHA received dropped, particularly those from our education partners. Internal EHA remained similar in number to those completed for the same period in 2020 but the reduction has been most notable from our external partners. As an example, in March 2020 141 external EHA were started yet in March 2021 59 external EHA were started. We anticipate numbers to pick up again as we move into Q1 2021/22

- **PI.2074 Proportion of premises in the borough that are compliant with food hygiene law** (pg.28)

Please note that the 85% figure for Q4 includes unrated food businesses. A new business is counted as non-compliant until it has received its first inspection. The back log of newly registered food businesses awaiting their first inspection higher than normal due to the food inspection programme being suspended nationally from April to Sept 2020, EHOs being engaged on Covid outbreak and enforcement work and more recently due to many of the hospitality businesses awaiting their first inspection having to close again between January and May 2021 due to the third lockdown restrictions. The compliance figure is 91% not including unrated premises.

For a more detailed analysis please refer to their respective scorecards within the report.

Directorate Service Delivery

Inclusive to the report Directorate Service Summary documents provide a detailed account of service delivery. This quarter concentrates on Adult Social Care and Public Health & Wellbeing. Some key highlights from both directorates are outlined below, for a more detailed account, please refer to the appendix within the performance report for further information.

Adult Social Care

- The Annual Safeguarding Assurance Exercise has taken place with positive feedback and the Annual Adult Safeguarding Report circulated to SEB and the Adult Social Care Scrutiny Committee.
- Dudley Council's Project Rita (Reminiscent Interactive Therapy Assistant) made it to the last three from hundreds of submissions across the country, and comes hot on the heels of last year when it was nominated for Best Service Delivery Model and Digital Impact at the LGC Awards. Winner will be announced in September.

Public Health & Wellbeing

- Dudley's first Outbreak Control Plan was published 1 July 2020. This revised outbreak control plan now takes into account the vaccination programme, the Roadmap out of lockdown, and evolving arrangements for test, trace and isolate.
- Providing a local seven-day contact tracing offer which has resulted in an increase in success rates for contacting residents who tested positive and supporting them effectively. We have demonstrated the importance of understanding our local community to connect with and support people

COVID-19 Situation in Dudley

The corporate performance report going forward will also include an appendix providing information on the Covid-19 situation in Dudley. The report provided will be the latest at the time the final Corporate Performance report is circulated to the committee prior to the scrutiny meeting. For a live account on the Covid-19 situation in Dudley please go to <https://www.dudley.gov.uk/coronavirus/> and navigate to Data Dashboard.

5. There are no alternative options to be made in receiving this report.

Finance

6. There are no direct financial implications in receiving this report

Law

7. There are no direct law implications in receiving this report

Risk Management

8. The current performance reporting period, risk management is contained and reviewed in the performance reporting, however as part of the new risk management framework approved at audit and standards committee, risk reporting will not sit within performance and each directorate will need to develop a risk register for monitoring purposes.

Equality Impact

9. There are no special considerations to be made with regard to equality and diversity in noting and receiving this report.
10. No proposals have been carried out.
11. No proposals have been made, therefore does not impact on children and young people.

Human Resources/Organisational Development

12. There are no specific direct human resource issues in receiving this report. In terms of the Council's sickness level and the management of attendance, the HR and OD team continues to work with Directors and Heads of Service to assist and provide support in tackling those areas identified as having high levels of sickness

Commercial/Procurement

13. There is no direct commercial impact.

Council Priorities

14. The Council Plan and the Performance Management Framework enables a consistent approach for performance management across the organisation, aligning the Council Plan, Borough Vision and Future Council Programme and provides that golden thread between them.

Our Council Plan is built around 4 key priority areas. The Council Plan is a 3-year '[Plan on a Page](#)'. Each directorate has a Directorate Plan that aligns to the priority outcomes that the Council is striving to achieve, as outlined within the Council Plan, and includes



an assessment of how the service has contributed towards these priorities along with a range of key performance indicators to enable us to keep track of progress.

Performance management is key in delivering the longer-term vision of the Council. Quarterly Corporate Performance Reports are reported and reviewed by Strategic Executive Board, Informal Cabinet, the Deputy and Shadow Deputy Leader and Future Council Scrutiny Committee

This will help to enable the council to deliver the objectives and outcomes of the Council Plan and in turn the Borough Vision



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Appendices

Appendix 1 - Corporate Quarterly Performance report – Quarter 4 (1st January to 31st March 2021)

Appendix 2 – Covid-19 situation in Dudley

List of Background Documents

Covid-19 - Live Data dashboard <https://www.dudley.gov.uk/coronavirus/>