



ENVIRONMENT OVERVIEW AND SCRUTINY SUB-COMMITTEE, 18 FEBRUARY 2021

Subject Heading:	Quarter 3 2020/21 performance report
SLT Lead:	Jane West, Chief Operating Officer
Report Author and contact details:	Cynthujaa Satchithanathan, Customer Insight Officer, x4960
Policy context:	The report sets out Quarter 3 performance relevant to the remit of the Environment Overview and Scrutiny Sub-Committee
Financial summary:	<p>There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.</p> <p>All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets, although several service areas continue to experience financial pressure from demand led services.</p>

The subject matter of this report deals with the following Council Objectives

Communities making Havering	<input type="checkbox"/>
Places making Havering	<input checked="" type="checkbox"/>
Opportunities making Havering	<input type="checkbox"/>
Connections making Havering	<input type="checkbox"/>

SUMMARY

This report supplements the presentation attached as **Appendix 1**, which sets out the Council's performance within the remit of the Environment Overview and Scrutiny Sub-Committee for Quarter 3 (October - December). The Performance metrics within this report were decided by the Environment Overview and Scrutiny Committee on 31st July 2019. Due to Covid-19, indicators for 2020/21 were not agreed and to ensure consistency, the same indicators are used.

RECOMMENDATION

That the Environment Overview and Scrutiny Sub-Committee **notes** the contents of the report and presentation and makes any recommendations for performance as appropriate.

REPORT DETAIL

1. The report and attached presentation provide an overview of the Council's performance against the performance indicators selected for monitoring by the Environment Overview and Scrutiny Sub-Committee. The presentation highlights areas of strong performance and potential areas for improvement.
2. The report and presentation identify where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for the 2019/20 reports are as follows:
 - **Red** = more than the agreed tolerance off the quarterly target
 - **Amber** = within the agreed tolerance of the quarterly target
 - **Green** = on or better than the quarterly target
3. Also included in the presentation are Direction of Travel (DoT) columns, which compare:
 - Short-term direction of travel – with performance the previous quarter (Quarter 2 2020/21)
 - Long-term direction of travel – with performance the same time the previous year (Quarter 3 2019/20)

4. A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance has remained the same.
5. It is important to note that though service delivery is returning to business as usual, there will be still be an impact on performance due to COVID-19.
6. Five Performance Indicators have been included in the Quarter 3 2020/21 presentation. However a RAG status is only available for one indicator, which has been assigned a 'Green' status.

IMPLICATIONS AND RISKS

Financial implications and risks:

There are no direct financial implications arising from this report. However adverse performance against some performance indicators may have financial implications for the Council.

All service directorates are required to achieve their performance targets within approved budgets. The Senior Leadership Team (SLT) is actively monitoring and managing resources to remain within budgets.

Legal implications and risks:

Whilst reporting of performance is not a statutory requirement, it is considered best practice to review the Council's progress against the Corporate Plan regularly.

Human Resources implications and risks:

There are no HR implications or risks arising directly from this report.

Equalities implications and risks:

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have due regard to:

- (i) the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) the need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are: age, sex, race, disability, sexual orientation, marriage and civil partnerships, religion or belief, pregnancy and maternity and gender reassignment.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

BACKGROUND PAPERS

Appendix 1 - Environment Overview and Scrutiny Presentation