

Quarter 2 2023/2024 Performance Report and Risk Register

Community Services Committee – 9th November 2023

Report of: Head of Operations and Contracts and Head of Communities and Partnerships

Purpose: For information

Publication status: Open

Wards affected: All

Executive summary:

The appendix to this report contains data on the Committee's key performance indicators for quarter 2 2023-2024, to enable Members to monitor how the Council is delivering services.

This report supports the Council's priority of: Building a better Council

Contact Officer

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Recommendation to Committee:

To review and note the most critical Quarter 2 2023-2024 performance indicators for this Committee.

To review and note the most critical risks for this Committee.

Reason for recommendation:

To support the Committee to monitor and manage its performance.

Introduction and background

1. The performance report for quarter 2 for Operational Services, Waste and Community Safety is at Appendix A.
2. The performance indicator for Street Cleansing is again off target for this quarter.
3. The service faces the same challenges as outlined in the previous report. Due to the long-term sickness in this area permission has been granted to

recruit two agency staff to cover the work not being carried out due to sickness of permanent staff.

4. In Quarter 2 the number of safeguarding cases reported to Committee increased from 9 to 15. The largest reason was self-neglect. To help Officers handle these difficult calls some additional training was delivered to the Customer Services team and provided additional support information such as the Crisis helpline.

In September a Surrey Safeguarding Adults Board annual quality assurance assessment was also completed. The feedback from this assessment will be available in December 2023.

5. The risk register can be found at Appendix B.
6. The most significant risk is around the tree management regime and dealing with Ash die back across the District.
7. The Council has in place a Tree Management plan which sets out the inspection regime according to high, medium, and low criteria depending on where the trees are situated.
8. The Council has struggled with the continuous employment of a Tree Officer, and this has led to periods of time where there were fewer inspections. This has resulted in backlogs of inspections which has been challenging to catch up on.
9. The HRA three yearly tree inspections were completed last year, and Officers will look to see if the inspections can be reprofiled so that the inspections are more even across the three-year period.
10. Currently there are 22 high risk open spaces that need an inspection and again Officers will work to complete this as soon as is feasibly possible.
11. Work to commission woodland management consultants to produce the woodland management for the woodland estate will continue.

Key implications

Comments of the Chief Finance Officer

There are no direct finance implications arising from this report, however the Q2 Financial update report to this Committee flags the potential financial risks relating to tree management.

Comments of the Head of Legal Services

As this report is for noting, there are no direct legal implications arising from this report.

Equality

This report holds no proposals that would disadvantage any minority groups.

Climate change

This report holds no proposals that would impact on the Council's commitment to Climate Change.

Appendices

- Appendix A: Performance indicators
- Appendix B: Risk register

Background papers

None.

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