

# Community Services Quarter 4 20/21 Performance Report

## Community Services Committee Tuesday, 22 June 2021

Report of: Executive Head of Communities

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Purpose: For information

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Publication status: Open

Wards affected: All

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### Executive summary:

- The appendices to this report contain data on the Committee's key performance indicators and risks for Quarter 4 2020/21, to enable the Committee to monitor how the Council is delivering the services for which it is responsible.
  - Appendix A contains the new parking enforcement performance indicators.
  - The report includes the Council's new scoring risk matrix and Appendix B has been revised to transfer the more operational risks to a new internal Officer register.
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**This report supports the Council's priority of:** Building a better Council

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### Recommendation to Committee:

'A' - That the Quarter 4 2020/21 performance and risks for the Community Services Committee be noted.

'B' – That Members agree to include, or not include, a table on the number of parking permits issued in the District, as a new regular indicator in the report (Section 2.4).

## Reason for recommendations:

To support the Committee to monitor and manage its performance and risks.

### 1. Introduction and background

- 1.1. Since April 2020 performance and risk reports have been presented to each policy committee at the end of each quarter. The reports include a covering report and an appendix with individual performance charts and commentary for each performance indicator, and the committee's risk register.

### 2. Notes on performance and risk data

- 2.1. See Appendix A and Appendix B for the Community Services Quarter 4 (2020/21) performance data and risk register respectively.
- 2.2. Wherever possible the most recent data has been included in the appendices, regardless of whether it technically falls into the reported quarter. However, due to the committee report timelines, there may be occasions where data is not available in time for the committee report. In these cases, the data will be provided in the next scheduled report.
- 2.3. As part of the Council's risk management improvement work a new scoring matrix is in operation, see below. In addition, risks that are mostly operational in nature have been removed from the committee risk register, leaving those that are of more strategic interest to the members of this committee.

<b>Likelihood</b>	<b>Very Likely</b>	<b>4</b>	4	8	12	16
	<b>Likely</b>	<b>3</b>	3	6	9	12
	<b>Possible</b>	<b>2</b>	2	4	6	8
	<b>Unlikely</b>	<b>1</b>	1	2	3	4
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
			<b>Low</b>	<b>Medium</b>	<b>High</b>	<b>Very High</b>
			<b>Impact</b>			

- 2.4. Parking permit data: In previous meetings, Members have expressed an interest in seeing information on parking permits in the District. After reviewing the data, Officers could include the table below as a “for information” indicator. Recommendation ‘B’ reflects this option.

TANDRIDGE PARKING PERMITS	Number of permits	Number on waiting list	Maximum number of permits
<b>On-street</b>			
Court Farm Road - Zone B - 0	19		*
Court Farm Road - Zone B - 1	5		*
Hillbury Road - Zone A - 0	24		**
Hillbury Road - Zone A - 1	9		**
Station Road - Zone C - 0	13		*
Station Road - Zone C - 1	2		*
Westerham Road - Zone D - 0	18		*
Westerham Road - Zone D - 1	8		*
Zone OX1 - Amy Road & Ellice Road - 0	12		*
Zone OX1 - Amy Road & Ellice Road - 1	3		*
<b>Off-street</b>			
Gun pit road, Lingfield	4		8
Hillside, Whyteleafe	5		5
Station Road / Whyteleafe Rec	20	34	20
Town end, Caterham	11		11
Mill Lane, Hurst Green	1		6
Ellice Road, Oxted	79	10	80
<b>Other</b>			
Carer's permits and other	23		
<b>Grand Total:</b>	<b>256</b>		
* - No Maximum: The number of vehicles at property minus the number of off-street parking spaces at property.			
** - One vehicle with no off street space = maximum one permit, two or more vehicles with one off street space = maximum			

### 3. Quarter 4 headlines

#### 3.1. Performance

- 3.1.1. At present we are migrating between two different performance reporting systems for the new waste collection service, and as such it has not been possible to report on Quarter 4, though there were some significant disruptions.
- 3.1.2. The set of parking enforcement indicators that were agreed at the last committee have now been incorporated into Appendix A.

#### 3.2. Risk

- 3.2.1. The risk register has been reviewed and the risks that are more operational in nature have been removed and will be monitored by Officers internally. However, this does not preclude these risks from being escalated back to the committee register in the future, or new risks being added. There are now three risks with a red rating:
- Trespass on council land leading to damage and nuisance;
  - Incident due to illegal activities in our public toilets;

- Loss of Goods Vehicle Operating Licence at the depot (due to lack of resilience).

3.2.2. See Appendix B for details.

## **4. Key implications**

### **4.1. Comments of the Chief Finance Officer**

4.1.1. Costings for projects are individually costed as projects come forward and monitored throughout the life of the project. It is possible that the impact of Covid-19 will add additional costs to projects and delay the speed of implementation.

4.1.2. The key risks, their likelihood, impact and mitigation are identified in the Risk appendix.

### **4.2. Comments of the Head of Legal Services**

There are no direct legal implications arising from this report, but the report does provide Members with an overview of the achievement of targets in the past quarter and highlights risk management considerations where appropriate.

### **4.3. Other corporate implications**

4.3.1. Not applicable.

### **4.4. Equality**

4.4.1. This report contains no proposals that would disadvantage any particular minority groups.

### **4.5. Climate change**

4.5.1. This report contains no proposals that would impact on the Council's commitment to climate change.

## **5. Appendices**

5.1. Appendix 'A' – Quarter 4 2020/21 Performance Charts

5.2. Appendix 'B' - Community Services Risk Register

## **6. Background papers**

6.1. None.

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