

Community Services Quarter 2 2021-2022 Performance Report

Community Services Committee Tuesday, 23 November 2021

Report of: Executive Head of Communities

Purpose: For information

Publication status: Open

Wards affected: All

Executive summary:

- The appendices to this report contain data on the Committee's key performance indicators and risks for Quarter 2 2021-2022, to enable the Committee to monitor how the Council is delivering the services for which it is responsible.
 - Performance and risk headlines are included in Section 3.
 - It is recommended that the following performance indicator is omitted from future reporting as it does not represent service performance: CS5 Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme.
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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 2 2021-2022 performance and risks for the Community Services Committee be noted.

(B) That the committee agree to remove performance indicator CS5 from future reports.

Reason for recommendations:

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

1. Introduction and background

1.1. Performance and risk reports are 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 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. The Council uses the following risk management scoring matrix:

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

2.4. Parking permit data: This data is provided in the Quarter 2 and Quarter 4 reports each year. The update for Quarter 2 is as follows:

TANDRIDGE PARKING PERMITS	Permits (Q4 20/21)	Permits (Q2 21/22)	Waiting list	Maximum
On-street				

Court Farm Road - Zone B - 0	19	13	0	*
Court Farm Road - Zone B - 1	5	8	0	*
Hillbury Road - Zone A - 0	24	18	0	**
Hillbury Road - Zone A - 1	9	10	0	**
Station Road - Zone C - 0	13	12	0	*
Station Road - Zone C - 1	2	3	0	*
Westerham Road - Zone D - 0	18	16	0	*
Westerham Road - Zone D - 1	8	7	0	*
Zone OX1 - Amy Road & Ellice Road 0	12	11	0	*
Zone OX1 - Amy Road & Ellice Road 1	3	1	0	*
Off-street				
Gun pit road, Lingfield	4	9	0	8
Hillside, Whyteleafe	5	5	26	5
Station Road / Whyteleafe Rec	20	21		20
Town end, Caterham	11	11		11
Mill Lane, Hurst Green	0	5	0	6
Ellice Road, Oxted	79	89	2	90
Other				
Other	23	1	0	N/A
Grand Total:	255	239	28	N/A

* - No Maximum: The number of vehicles at property minus the number of off-street parking spaces at property

** (i) One vehicle with no off street space = maximum one permit ;

(ii) two or more vehicles, one off street space = maximum one permit

(iii) two or more vehicles, no off street space = maximum two permits.

3. Quarter headlines

3.1. Performance

3.1.1. The first version of the new performance monitoring framework for our waste services has been included at the beginning of Appendix A. In this edition of the report data from Quarter 1 and Quarter 2 has been included. Please see the commentary next to each graph for further information.

3.1.2. Regarding indicator CS5 – food establishment ratings. Councillors were sent an update on this indicator following the last committee. The programme management officer has also discussed the indicator with the lead officer for our shared environmental health service. Through these discussions it is clear that this indicator does not in fact represent the performance of the shared service. The indicator reflects the number of businesses that received a rating of three or higher based on their food hygiene practices, rather than whether the shared service is achieving its performance indicators. There is a risk that this nuance may not be grasped by readers of the report, which

could lead to the data misrepresenting the performance of the shared service.

- 3.1.3. The environmental health shared service has clear governance arrangements in place, which includes representation from senior officers and councillors from each partner council to ensure oversight.
- 3.1.4. Given the two paragraphs above it is recommended that this performance indicator is removed from future reporting. While changes to performance indicators and targets would usually be put forward in the Quarter 3 report, as the current process adds additional administration time for the council and the shared service team, it would be beneficial for the committee to consider this recommendation (B) as early as possible.
- 3.1.5. See Appendix A for more details on the committee's performance indicators.

3.2. Risk

- 3.2.1. At the time of writing there were two risks with red rating:
 - Inability to carry out waste collection service in-line with the performance management framework.
- 3.2.2. See Appendix B for details.

4. Key implications

4.1. Comments of the Chief Finance Officer

4.2. Comments of the Head of Legal Services

- 4.2.1. As this report is for noting, 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. These risks should align with the Corporate Risk Register. The periodic review of these documents should ensure that they remain aligned.

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' – Performance Charts

5.2. Appendix 'B' - Risk Register

6. Background papers

6.1. None.

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