

# Community Services Quarter 3 2021-2022 Performance Report

## Community Services Committee Thursday, 17 March 2022

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 3 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.
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**This report supports the Council's priority of:** Building a better Council

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### **Recommendation to Committee:**

That the Quarter 3 2021-2022 performance and risks for the Community Services Committee be noted.

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### **Reason for recommendation:**

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

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## 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 Note that parking permit data is provided in the annual Quarter 2 and Quarter 4 reports.

## 3. Quarter headlines

### 3.1 Performance

- 3.1.1. The waste management services continue to perform well although there was a slight increase in missed bins and missed assisted collections in November 2021 due to the rerouting exercise.
- 3.1.2 For 2020/21, Tandridge District Council ranked 10th in England for its' recycling performance which is an improvement on our 16th position last year. For Waste Collection Authorities excluding Unitaries, Tandridge District Council ranked 7th in England. The Council performance remains 2nd in Surrey behind Surrey Heath although the good news is that the difference in the rates has dropped from 3.8% to 1.4%. We are ranked

4th in the South East.

3.1.3 In terms of the amount of rubbish collected per household (kg/household) we have the 22nd lowest amount in England compared to 29th last year. The kg/household is up on the previous year but does reflect on the increased working from home over the course of 2020/21.

## **3.2 Risk**

3.2.1 The following risk is continuing to appear red on the Community Services Risk Register:

- Inability to carry out waste collection service in-line with the performance management framework

3.2.2 This risk continues to be monitored on a regular basis. Service performance is now monitored through the new performance dashboard.

## **4. Key implications**

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

4.1.1 There are no direct finance implications arising from this report. However, there is a risk with a red rating which represents significant risk to the Council and could lead to additional resources and cost implications if they come to pass. This risk will need to be monitored closely to ensure it is mitigated where possible.

### **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 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.

## **Appendices**

5.1. Appendix 'A' – Performance Charts

5.2. Appendix 'B' - Risk Register

## **6. Background papers**

6.1. None.

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