

REPORT TO:	Overview Committee
DATE:	11 th June 2024
SUBJECT:	Performance and Governance Framework – Quarter 4 Monitoring Report 2023/24
PORTFOLIO HOLDER:	Councillor Craig Leyland, Leader of the Council and Portfolio Holder for Corporate Affairs (performance management) Councillor Tom Kemp, Portfolio Holder for Finance (risk management and finance)
REPORT AUTHOR:	Richard Baldwin, Strategic Performance Analyst
WARD(S) AFFECTED:	All
EXEMPT REPORT	No

SUMMARY

The report brings together information relating to the Council's Performance and Governance Framework at the end of Quarter 4 2023/24 (as at March 2024).

RECOMMENDATIONS

1. That the Overview Committee considers and notes the report

REASONS FOR RECOMMENDATIONS

To monitor delivery of performance and governance objectives and to support future planning and decision making within the Council.

OTHER OPTIONS CONSIDERED

Alternative reporting arrangements.

REPORT

Background

- 1.1 A joint performance management framework was agreed across the South & East Lincolnshire Councils Partnership for 2023/24 to support the delivery of services. Key Performance Indicators (KPIs) have been agreed to capture performance against the strategic priorities of the Partnership and the individual Councils.
- 1.2 A combined performance report has been presented to Strategic Leadership Team (SLT) and this information has then been split out by Council for Executive reporting.
- 1.3 This report presents the information for East Lindsey District Council for Quarter 4 of 2023/24 (as at March 2024).

Performance (Appendix A)

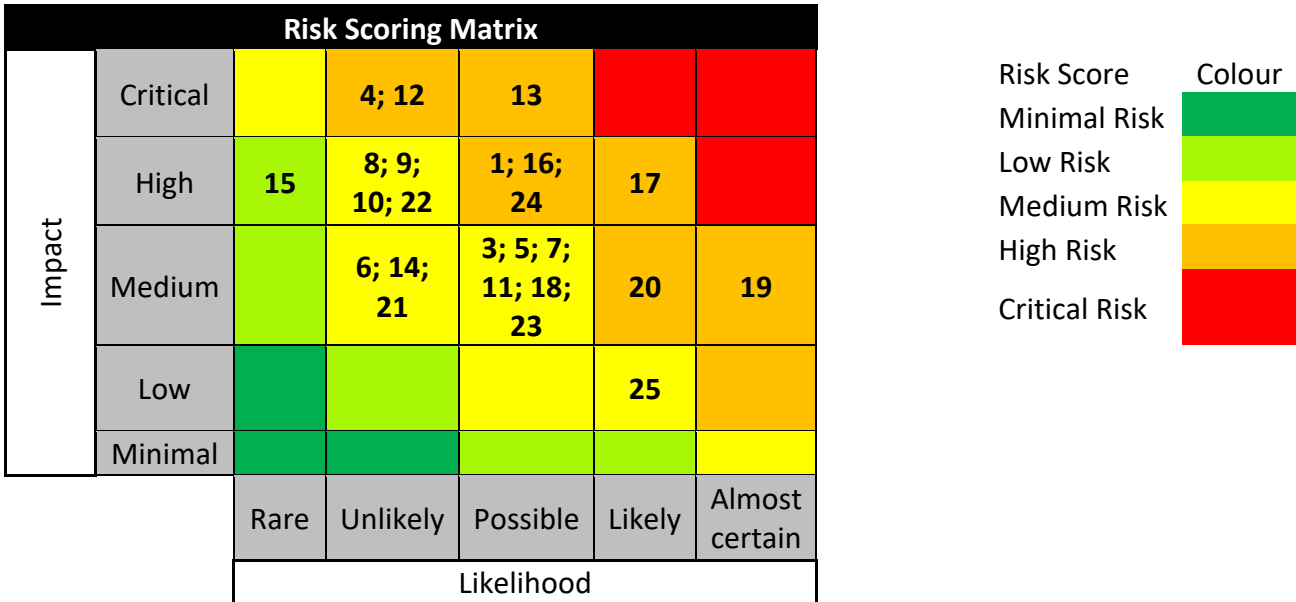
- 2.1 In total there are currently 77 KPIs for East Lindsey District Council, 35 of which are trend only indicators. 29 KPIs are meeting or exceeding their target, 5 KPIs are within tolerance, and 6 are below target. 2 indicators are not currently available. Indicators were developed to stretch performance in teams.

Risk management (Appendix B)

- 3.1 The strategic risk register has been reviewed for Q4, as at the end of March 2024.
- 3.2 A summary of the risks and scores are set out in the table below, with full details in Appendix B.

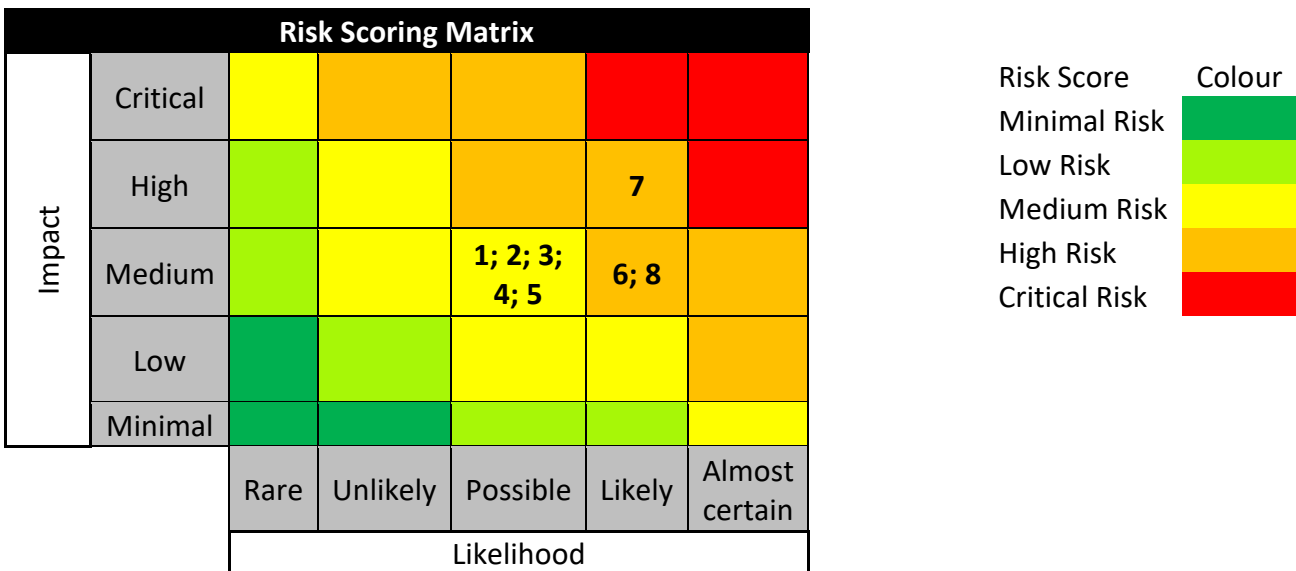
Risk	Risk score
ELDC01: Budget	High (12)
Change in Q4: Review of score from 15 to 12 – reduced impact from critical to high.	
ELDC03: Local economy	Medium (9)
ELDC04: Lincshire flood defence	High (10)
ELDC05: Business continuity	High (9)
Change in Q4: Review of score from 15 to 9 – reduced impact from critical to medium.	
ELDC06: Health and Safety	Medium (6)
ELDC07: Local Plan	Medium (9)
ELDC08: Safeguarding	Medium (8)
ELDC09: Information	Medium (8)
ELDC10: Treasury and capital	Medium (8)
ELDC11: Service delivery	Medium (9)
ELDC12: Technology Infrastructure failure	High (10)
ELDC13: Cyber Incident	High (15)
ELDC14: Capital Programme	Medium (6)
ELDC15: General Fund Assets	Low (4)
ELDC16: Economic Hardship	High (12)
ELDC17: Implementation of the Environment Act 2021	High (16)
ELDC18: Introduction of Extended Producer Responsibility	Medium (9)
ELDC19: Identification and Suitability of future Depot Accommodation	High (15)
Change in Q4: Review of score from 20 to 15 – reduced impact from high to medium.	
ELDC20: Capacity	High (12)
ELDC21: External Communication	Medium (6)

Risk	Risk score
ELDC22: Retention of staff	Medium (8)
ELDC23: Third Party Service Delivery	Medium (9)
ELDC24: Internal Communications	High (12)
ELDC25: Net Zero Target	Medium (8)
Change in Q4: Review of score from 9 to 8 – increased likelihood from possible to likely; reduced impact from medium to low	



3.3 The strategic risks to the partnership have also been reviewed for Q4, as at the end of March 2024. The partnership risks and scores are set out below, with details in Appendix B.

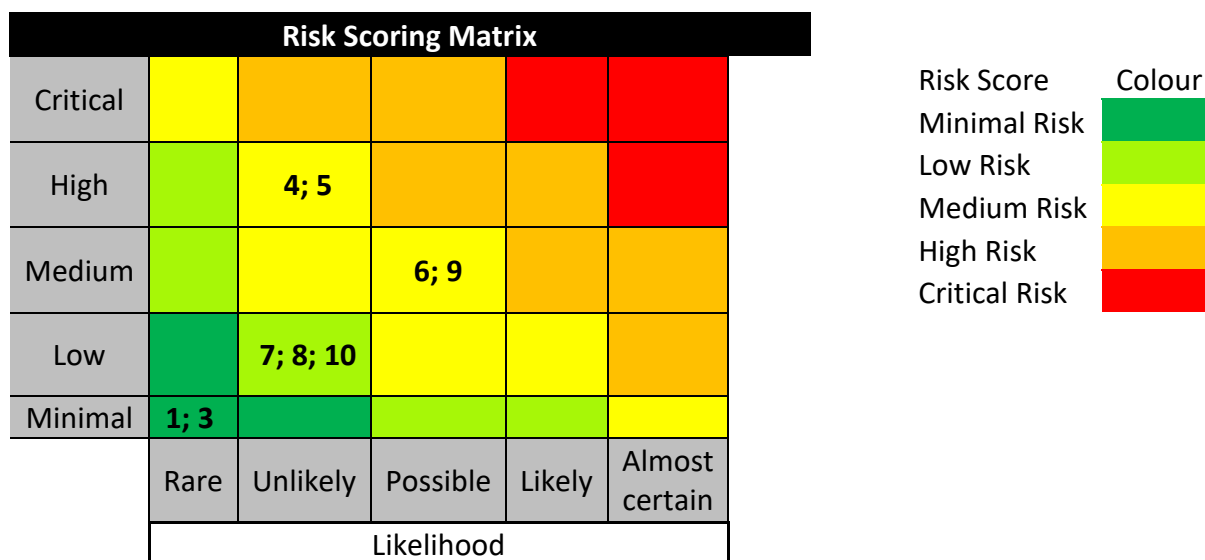
Risk	Risk score
SELCP-01: Vision	Medium (9)
SELCP-02: Trust	Medium (9)
SELCP-03: Sovereignty	Medium (9)
SELCP-04: Takeover	Medium (9)
SELCP-05: Culture	Medium (9)
SELCP-06: LGR	High (12)
SELCP-07: Funding	High (16)
SELCP-08: Staffing	High (12)



3.4 The high operational risks have been reviewed in Q4: property services budget; Skegness Waterway; Ash tree dieback disease; sand; Fairfield depot; recruitment and retention in waste services; zoo licensing; information governance (change to the LGSCO code of complaints). Mitigation and monitoring is in place.

3.5 Fraud risks have also been identified and reviewed in Q4. Again, mitigation and monitoring are in place, with more follow-up work planned in 2024/25.

Risk	Risk score
1: Asset - Equipment	Minimal (1)
3: Assets – Land and Property	Minimal (1)
4: Procurement – Contracts	Medium (8)
5: Procurement – Contract Payments	Medium (8)
6: Council Tax – Credit Refund and Income Fraud	Medium (9)
7: Council Tax Fraud	Low (4)
8: Council Tax Support Scheme	Low (4)
9: National Non-Domestic Rate (NNDR) Fraud	Medium (9)
10: Housing Benefit Fraud	Low (4)



CONCLUSION

The performance and governance reporting and review arrangements support the Council to manage its services in an effective and efficient manner.

EXPECTED BENEFITS TO THE PARTNERSHIP

A Partnership approach has been agreed for 2023/24.

IMPLICATIONS

SOUTH AND EAST LINCOLNSHIRE COUNCIL'S PARTNERSHIP

A Partnership approach has been agreed for 2023/24.

CORPORATE PRIORITIES

Whole report.

STAFFING

None specific to this report.

CONSTITUTIONAL AND LEGAL IMPLICATIONS

None specific to this report.

DATA PROTECTION

None specific to this report.

FINANCIAL

None specific to this report.

RISK MANAGEMENT

Section 3 of the report and Appendix B.

STAKEHOLDER / CONSULTATION / TIMESCALES

Consultation with SLT

REPUTATION

None specific to this report.

CONTRACTS

None specific to this report.

CRIME AND DISORDER

None specific to this report.

EQUALITY AND DIVERSITY/ HUMAN RIGHTS/ SAFEGUARDING

None specific to this report.

HEALTH AND WELL BEING

None specific to this report.

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

None specific to this report.

ACRONYMS

- 2Y: 2 year rolling period
- A&G: Audit & Governance Committee
- B&B: Bed & Breakfast accommodation
- BAU: Business As Usual
- CC: Customer Contact
- DD: Direct Debit
- KPIs: Key Performance Indicators
- LGR: Local Government Reorganisation
- Q: Quarterly (Q1: April to June; Q2: July to September; Q3: October to December; Q4: January to March)
- NDR: Non-domestic rates (business rates)
- R&B: Revenues & Benefits
- SLT: Senior Leadership Team
- YE: Year End (April to March)

APPENDICES

Appendices are listed below and attached to the back of the report: -

APPENDIX A	Q4 performance
APPENDIX B	Q4 risks

BACKGROUND PAPERS

No background papers as defined in Section 100D of the Local Government Act 1972 were used in the production of this report.

CHRONOLOGICAL HISTORY OF THIS REPORT

A report on this item has not been previously considered by a Council body

REPORT APPROVAL

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