

Body: Scrutiny

Date: 11 July 2022

Subject: Corporate Performance Quarter 4 2021-22

Report of: Ian Fitzpatrick, Deputy Chief Executive and Director of Regeneration and Planning

Cabinet member: Councillor Colin Swansborough, Cabinet member for climate change, place services and special projects

Ward(s): All

Purpose of the report: To update Members on the Council's performance against Corporate Plan priority actions, performance indicators and targets for the fourth quarter of the year 2021-22.

Decision type: Non Key

Officer Recommendation to the Cabinet: To note progress and performance for Quarter 4

Reasons for recommendations: To enable Cabinet members to consider specific aspects of the Council's progress and performance.

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1.0 Consultation

1.1 The priority themes in the Corporate Plan were developed in consultation with residents.

2.0 Recovery and Stabilisation

2.1 The council's Recovery and Stabilisation programme – the activity to address the challenges of the new operational context in a sustainable way, and to respond to the changing needs and demands of the district's residents – continues to explore new ways to use council assets to the benefit of communities, residents and businesses, and to provide services to customers.

Services are systematically being reshaped to meet the changed needs of the council and its customers, and opportunities to make the best use of technology to deliver efficiencies continue be implemented (the council's next generation chat bot - ELLIS - launched in early March and answered over 13,000 customer

queries in its first 2 months of operation, 25% of which were answered out of hours).

3.0 Financial appraisal

3.1 Project and performance monitoring and reporting arrangements are contained within existing estimates. Corporate performance information should also be considered alongside the Council's financial update as there is a clear link between performance and budgets/resources.

3.2 All the financial implications are contained within the body of the report.

4.0 Legal implications

4.1 Comment from the Legal Services Team is not necessary for this routine monitoring report.

5.0 Equality analysis

5.1 The equality implications of individual decisions relating to the projects/services covered in this report are addressed within other relevant Council reports or as part of programmed equality analysis.

6.0 Conclusion

6.1 This report provides an overview of performance against the authority's priority actions and indicators for 2021-22.

Appendices

Appendix 1 – Quarter 4 Performance Overview

Appendix 2 – Eastbourne Borough Council Corporate Performance – 2021/22

Background Papers:

The Background Paper used in compiling this report were as follows:

- Corporate Plan 2020/24 <https://www.lewes-eastbourne.gov.uk/about-the-councils/corporate-plans/>